

DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)

SECTION A: INTRODUCTION

This Quality Assurance Surveillance Plan (QASP) is designed as a guide in monitoring the Contractor's performance in accordance with the Request for Proposal (RFP), Solicitation No. SP3100-05-R-0002, for Defense Distribution Depot San Diego, California (DDDC) operations. DDDC, hereafter is also referred to as the "Depot".

This QASP is conceptually divided into four major categories or groupings. These conceptual groupings consist of the following sections:

- Principles Associated with the QASP
 - Section "A" is an introduction to the QASP and its principles.
 - Section "B" discusses the various considerations in developing the QASP.
 - Section "C" presents the principle of updating and maintaining the QASP.
 - Section "D" discusses the principle of contractor responsibility for quality and the government's responsibility for surveillance of the contractor's performance.
 - Section "E" presents the principle of careful planning and targeted use and the four cornerstones upon which the QASP is built.
- Methods and Preplanning
 - Section "F" presents the various surveillance methods available to the CGA.
 - Section "G" discusses the value and method of preplanning for surveillance.
 - Section "H" discusses the rationale and method of isolating and disposition of defective material.
 - Section "I" presents the Transition Checklist.
- Detailed Collection Plans
 - Section "J" presents the collection plan for Stock Readiness.
 - Section "K" presents the collection plan for Receiving.
 - Section "L" presents the collection plan for Storage.
 - Section "M" presents the collection plan for Physical Inventory Control.
 - Section "N" presents the collection plan for Issue & Traffic Management.
 - Section "O" presents the collection plan for Packaging.
 - Section "P" presents the collection plan for Special Functions.
 - Section "Q" presents the collection plan for Non APL Requirements.
 - Section "R" presents the collection plan for DSS Reports.
- Helps and Aids
 - Section "S" presents the documentation requirements for implementation of the QASP.
 - Section "T" presents a list of site specific terms with definitions.
 - Section "U" presents a collection of helpful forms, checklists and charts.

The QASP will be used as a government document to enforce the inspection and acceptance clauses of the RFP, recognizing that the contractor's Quality Control/Customer Satisfaction Plan (QC/CSP) will impact the final QASP. The QASP may require revision after contract award to reflect the contractor's QC/CSP strengths and weaknesses. The Administrative Contracting Officer (ACO), Continuing Government Activity (CGA), and the Defense Distribution Center

PROCUREMENT SENSITIVE

DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)

(DDC) Transition team will need to work with the contractor to formulate any changes. The QASP should be shared with the contractor's Site Manager during Transition to achieve the best possible performance. This version of the QASP will be used for IRO certification.

SECTION B: QASP for DISTRIBUTION ACTIVITIES

This QASP specifically corresponds to the PWS contained in Section C of the RFP. The PWS document discusses the standards for performance. The warehousing, distribution operations and special functions of the Depot are considered in developing the QASP. The following are specific considerations:

- The Defense Distribution Center's budget continues to be reduced.
- Productivity improvements are paramount.
- Limited resources are available for surveillance.
- Each depot and their customers have their own specific requirements for support and may emphasize requirements in differing priorities.
- The QASP provides the surveillance plan necessary to ensure acceptable performance.

The objective of this QASP is to evaluate the contractor's performance across all requirements relative to performance standards. All activities included in the PWS are grouped into major categories of effort that lead to effective provision of support services. For this reason, the primary interest of the Government is the acceptability of the service or final product provided by the contractor, rather than the detailed operational procedures or processes utilized to provide the service. However, a review by the Government of the contractor's operational processes and procedures provides insight and understanding into the contractor's ability to provide acceptable services.

The contractor shall provide a Quality Control Customer Satisfaction Plan (QC/CSP) that addresses methods for meeting performance standards and complying with applicable regulations as detailed in the PWS. The Government is responsible for a Quality Assessment (QA) plan to measure compliance with all performance standards and regulations set forth in the PWS. The Government's intent is to use QA activities to ensure the effectiveness of the contractor's QC/CSP.

SECTION C: TIMING of QASP DEVELOPMENT

This QASP was written prior to award. As such, many variables remain unknown, such as:

- Will there be any critical changes in the requirements or governing directives and laws?
- Will there be any major reorganization (i.e., DLA, DDC or DD??) that could affect the award?

DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)

In particular, the QASP may require revision after contract award to reflect the contractor's QC/CSP, known strengths and weaknesses. The ACO, CGA, and the DDC Transition team works with the contractor to formulate any changes. If the work is awarded to a contractor, the QASP is shared with the contractor during the transition period in order to achieve the best possible performance. Should the MEO be the successful contractor, it is possible that the Site Manager will not be familiar with the MEO's Management Plan or the QASP. Therefore, the QASP is shared with MEO Site Manager and such personnel as the Site Manager deems necessary, as soon as possible.

The responsibilities of the CGA as it relates to the QASP are simple and straight forward. Those responsibilities are:

- To develop the QASP as a viable, reliable and effective tool for monitoring and evaluating the contractor's compliance to PWS standards and requirements.
- To train all appropriate personnel in the purpose, use and operation of the QASP.
- To monitor and review the QASP for effectiveness.
- To update the QASP as needed to maintain its viability and effectiveness.

SECTION D: QASP PRINCIPLES

The contractor is responsible for quality control assessments as goods and/or services are produced. The Government is responsible for QA, monitoring and inspection of the delivered product or service. The acceptance and inspection clause in the RFP allows the Government to implement quality assurance procedures. Other contract clauses require the contractor to implement a Quality Control/Customer Satisfaction Plan.

The QASP documents a program undertaken by the Government to provide a measure of the quality and timeliness of products and services purchased from the contractor. The Government, as recipient of the products and services provided by the contractor, is responsible for developing and implementing methods for quality assurance. This is done through QASP implementation by the CGA. Implementation of the program assists in providing assurance that the quantity and quality of products and services received comply with PWS requirements.

The QASP focuses on the quality and timeliness of the products and services received from the contractor rather than on the procedures used to provide them. The QASP details the following:

- Methods for surveillance of each PWS requirement including Hazmat, Radioactive Material, Safety and Security responsibilities.
- Evaluation procedures to be used for each surveillance method
- Approaches for implementation of the QASP
- Procedure for isolation of suspect or known defective materials. A method of review and disposition to prevent defective material from entering the supply chain.

DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)

There is a separate QA approach specified for each required service. The approaches are step-by-step procedures explaining performance and documentation of the evaluation processes, analysis of evaluation results, and determination of satisfactory or unsatisfactory contractor performance.

SECTION E: QASP IMPLEMENTATION

QASP implementation is based upon careful planning and targeted use. These goals of implementation are met through four cornerstones upon which the QASP is built. The four cornerstones are:

- Surveillance Scheduling
- Documentation
- Modification
- Implementation of the ACO/CGA approach.

Surveillance Scheduling:

Surveillance schedules are developed or modified on a monthly basis. The QAE develops a monthly inspection schedule for activities based on the surveillance plan's requirements. The monthly schedule is completed by the last workday of the preceding month. The monthly inspection schedule is developed by identifying the required tasks. Items to be inspected during the month are incorporated into the schedule and noted in such a manner as to clearly indicate what the representative is monitoring. Time to validate user complaint items is incorporated into the inspection schedule to the extent possible. The primary scheduling requirements are tracking surveillance as it occurs and scheduling surveillance, as it is required.

During the performance period, the appropriate representative retains a copy of all inspection schedules. The QAE maintains the Contractor Discrepancy Reports (CDR), User Complaint Record (UCR), Surveillance Activity Checklists for 100% inspected items and Surveillance Reports for MIS reported information. At the end of the performance period, the QAE forwards these records to the ACO/CGA designee for inclusion in the performance file.

If the specific service is judged unsatisfactory during an inspection, the documentation supporting the deficiency report is forwarded to the COR within five working days, after the inspection. The QAE notifies the ACO/CGA designee upon receipt of the report. When the output is based on a contractor-developed procedure, the procedures themselves are only analyzed when the Government determines the level of service is unsatisfactory. In this case, the QAE or designee determines whether the unsatisfactory performance is the fault of the Government or the contractor, in coordination with the ACO/CGA designee.

When the Government has caused the contractor to perform in an unsatisfactory manner, no action is required of the contractor. And the discrepancies are not counted against the contractor's performance. Rather, the QAE prepares a letter addressed to the responsible Governmental organization requesting corrective action. This letter is sent to the organization

PROCUREMENT SENSITIVE

DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)

through the ACO or designee. When unsatisfactory performance is the contractor's fault, the contractor is informed of the deficient performance and requested to take corrective action. If further progress on improving performance is not made, the Government reserves the right to terminate the contract/performance agreement (for MEO decisions).

Documentation

The following are the key elements concerning documentation in the implementation of the QASP. Documentation includes, but is not limited to:

- Forms
- Logs
- Reports
- Photographs
- Letters, Notes & E-mail
- Evaluations and etc.

The forms are intended to allow a more informal and “surveillance-as-required” approach. The ability to consistently document surveillance is the important point to the forms. Surveillance of the contractor’s performance of the requirements is subjective in nature to some degree. Therefore, consistent documentation allows the evaluator to build more objectivity into the process.

Contractor performance is documented to provide a legal basis to take action. Informal or anecdotal evidence cannot be used to reward the contractor or to initiate corrective actions. It is equally important to document both satisfactory and unsatisfactory performance. Documentation of satisfactory performance assists in documenting that the PWS requirements are properly implemented and executed. It also assists in identifying contractor approaches that are working, if unsatisfactory performance is documented for the same requirement at a different location, for example. The vast majority of surveillance generally results in documenting satisfactory performance.

The documentation does not require complex writing. Simple and clear sentences are preferred. The key is to be complete. Some documents may be reviewed months later. The documentation should always allow for complete understanding based solely on the information contained on the form. When filling out any and all documents it is important to follow the “Rules of Documentation”, which are:

- Use only black or blue ink.
- Fill in all information blocks and blanks on the form.
 - If a particular information block does not apply insert “N/A”.
 - A blank information block to someone reviewing the document months later can raise questions as to whether the missing information applies or not.
- Never erase or use white-out on a document. If an error is made:
 - Draw a **single** line through the error.
 - Initial and date the line through.
 - Insert the correct information above or below the line through.

DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)

- Always sign and date the documents.

Modification

The QASP can be modified unilaterally by the Government. Such modifications are not subject to the modification clause in the RFP and cannot be grounds for increasing the cost of the performance. The QASP represents the Government's acceptance and inspection program for the PWS requirements. Modifications refer to changes in the QASP requirements, as reflected in PWS requirements. Modifications do not refer to monthly adjustments in surveillance schedules by individual QAE or other representatives.

Due to their unique position, many recommended modifications are provided by the QAE. The QAE assembles and presents all recommended QASP modifications to the ACO or designee for approval. The QAE may inform and provide the contractor with QASP modifications for informational purposes only. The QAE is responsible for distributing all QASP modifications to appropriate personnel to include purging deleted pages and adding revised pages to all QASP manuals at the depot.

The QAE is in a unique situation to test the QASP and recommend improvements. The QAE is responsible for identifying to the CGA any specific modifications required for a particular functional area. The COR (in the case of a contractor decision, QAE for MEO decision) are the primary inputs for modifications to the management reports and the MIS analysis.

The QASP is stringently followed during the initial months of the performance period. As all parties become familiar with the requirements and operational environment, surveillance becomes less formal. Then surveillance is directed toward the most critical problems. The QASP is routinely modified during the performance period of most solicitations to reflect these modifications and changes.

SECTION F: SURVEILLANCE METHODS

The following surveillance methods can be applied individually or in combination to monitor performance of the PWS. These methods are applicable for surveillance of various activities such as Hazmat, RAM, Safety, Security and additional requirements as well as functional responsibilities.

Direct Observations/Random Visual Inspections:

Observation of direct services and products are used to survey the requirements. Observations can be performed periodically or through 100% surveillance. The observations are documented in a surveillance log. Visual inspections may be documented on a Surveillance Report.

Management Information Systems (MIS):

PROCUREMENT SENSITIVE

DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)

This method evaluates outputs of a PWS requirement through the use of management information reports. When using contractor generated reports, this method is best for general surveillance, and may need to be supplemented by periodic inspections. The use of performance critiques (as in training courses) is included in this method. MIS reports can assist all other methods. The key is to recognize that the contractor generates many available reports. In a worst-case scenario, contractor provided reports may be modified to conceal problems. The QAE can accept the reports at face value, but use other methods to investigate problem areas. MIS analysis may be documented in surveillance logs or reports. The log is used when additional surveillance efforts are required based upon the MIS data. A report is appropriate to document the result of MIS analysis.

Periodic Inspection:

This method uses a comprehensive evaluation of selected outputs. This is applicable to interim outputs, whose quality is also measured in final outputs. The inspections may be scheduled (Monthly Review) or unscheduled (as required). Periodic inspections may be documented using a Surveillance Report.

100% Inspection:

This method evaluates all outputs of the PWS requirement. This is most applicable to small quantity, but highly important products and services. 100% inspections may be documented using a Surveillance Report.

Validated User/Customer Complaints:

This method relies on the user or the customer to identify deficiencies. The complaints are then investigated and validated by the QAE. This technique is highly applicable to services provided in quantity and where quality is highly subjective. It is assumed that the user complaints will generate many of the unscheduled periodic inspections. Even the best surveillance plan will not allow the QAE, and designated personnel, to check all aspects of the contractor's performance. The manner of obtaining and documenting user complaints needs to be carefully planned by the QAE. Once established, the user complaint program and procedures should be presented to every organization receiving such service. Operating instructions should be given to each organization outlining the user complaint program, the format, and the content of a validated user complaint, and the actions that can be expected from those assigned to monitor and manage the process. Validated complaints constitute a surveillance method based on user awareness. Users familiar with PWS requirements will notify the QAE when there is a case of poor performance or nonperformance. Upon notification, the QAE fills out a User Complaint Record (UCR) and then conducts an inspection to validate or invalidate the complaint. A user complaint cannot be used to satisfy a random observance or 100% inspection requirement. However, it can be used as further evidence of unsatisfactory performance, if

DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)

periodic or 100% inspection shows that the specific service is unsatisfactory. These complaints can be used to decide if action should be taken other than requiring rework.

User Survey:

This method combines elements of validated user complaints and random sampling. A random survey is conducted to solicit user satisfaction. This process is appropriate for high quantity activities that have historically been satisfactory. This method may also generate periodic and 100% inspections. The QAE will receive the survey responses. They should be reviewed initially to identify negative responses. Contractor provided tabulated reports should be reviewed for trends and general issues. The survey results should be documented in a Surveillance Report.

Periodic Sampling:

This method is also a variation of random sampling. However, the sample is only taken in times when a deficiency is suspected. This technique is a good follow up to MIS analysis. The sample results are applicable only for the specific work inspected. Since the sample is not random, it cannot be applied to total activity performance.

Random Sampling:

This method is designed to evaluate the outputs of the PWS requirement by randomly selecting and inspecting a statistically significant sample. This approach is highly recommended for large quantity, repetitive activities with objective and measurable quality attributes.

The monthly random sampling (tally) checklists prepared for each sampling guide are used to record information on observations and defects. The details of any defects or discrepancies discovered during the sampling process are recorded on the checklist. When defects or discrepancies are found:

1. The CGA designee informs the contractor's Program Director, in person and asks the Program Director (or designated contractor representative) to correct the problem.
2. A notation is made on the tally checklist of the date and time the deficiency was discovered.
3. The Program Director or contractor representative must initial the entry on the checklist.

Tally checklists are assembled, summarized, and forwarded to the ACO as required. If the contractor does not meet the APL as indicated in the sampling guide:

1. The ACO (or designee) issues a CDR to the contractor.
2. If the failure is considered serious, the CDR is issued at the time of unsatisfactory performance rather than at the end of the month.

DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)

3. When completed and signed, the CDR, along with the random sampling checklist, becomes the documentation supporting payment, nonpayment, or other actions.

The first step in random sampling is to determine what constitutes the lot. The lot size can be based on the quantity per pallet or the total quantity received in a shipment. Basing the lot size on pallet quantity allows for the acceptance or rejection by pallet rather than entire shipment. Pallet lots are particularly useful when an inventoried item is in short supply.

1. The second step in random sampling is to determine the total number of items in a lot that is to be monitored using random sampling.
2. Based on the lot size, the respective sample size for normal inspection is determined by reference to the Random Sampling Scheme for Alternative Lot Sizes (see Section U).
3. Once the sample size is selected, the fixed APL (the APL is fixed in the PWS and remains the same), and the sample size should be multiplied to determine the accept/reject numbers.
4. If the "Accept" number is fractional, the sample size should be increased until the "Accept" number is one. For example, with an AQL of 10% and a sample size of 50, the acceptance number is five.
 - a. Any number of defects from 0 to 5 would result in acceptance of the lot.
 - b. Any number of defects greater than 5 would result in rejection of the lot.

Once the sample size has been determined select the samples using the “square root plus one” process. Assuming our lot size is 32,000 our sample size is 315:

1. Determine the number of cases or containers in the lot (number of cases per pallet or of the entire shipment).
2. Using a calculator determine the square root of the total containers in the lot. Then round the number up by one. For example: the lot has 40 cases or containers. The square root of 40 is 6.325 then roundup by one to 7.
3. Randomly pull the square root plus one quantity of cases from the lot. In our example 7 cases.
 - a. If the lot size is a single pallet cases are randomly pulled from each side, top and bottom of the pallet.
 - b. If the lot consists of multiple pallets cases are pulled randomly from pallets representing the lot from beginning to end. Cases are pulled randomly from top, sides and bottom of the pallets.
4. Divide the sample size by the number of cases determined in step 2. In this case 315 divided by 7 equals 45. Forty-five samples are randomly pulled from each of the seven cases.

Note: Random selection refers to the equal possibility of each member of a population being selected. Therefore, it is imperative that in selection of cases and individual samples they must be pulled from the top, sides, middle and bottom of the pallet or container.

DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)

Abbreviated steps of Square Root plus One are:

- a. Lot size 32,000
- b. Random Sampling Scheme for Alternative Lot Sizes = 315 samples
- c. 40 cases or containers hold the 32,000 items.
- d. The square root of 40 is 6.325 rounded up to 7
- e. $315 / 7 = 45$ samples per case.

Based upon the fixed APL, the sample size and the inspection of the sampled items, the QAE should reference the appropriate columns of the Single Sampling Plans for Normal Inspection to assess whether or not the contractor has equaled or exceeded the "Reject" number for the particular fixed APL and sample size. Contractor performance or non-performance must be documented by the QAE on the Sampling Guide Tally Checklist (see Section U) for each inspection. This documentation is assembled monthly and forwarded to the ACO.

If the contractor has equaled or exceeded the "Reject" number, performance is considered unsatisfactory and the ACO (or designee) prepares a CDR. The sample selection and analysis may begin during or after the performance period being surveyed. Caution must be exercised to ensure that sample results are applied to the correct performance period in which the work was produced.

When a contractor's quality control program works, good performance is the results. If the result of QAE surveillance shows consistently good performance, the amount of the surveillance can be decreased for services surveyed by random sampling.

Reduced inspection is used when all of the following conditions are met for a sampling guide:

1. The preceding four lots, i.e., last four months are acceptable.
2. The number of defects in each of the preceding four lots is less than one-half of the acceptable number. For example, with an APL of 10% and a sample size of 20, the acceptance number is five. Then only two or less defects are acceptable in each of the last four lots.
3. The normal sample size is being used.
4. The ACO agrees to use reduced inspection

Reduced inspection decreases the sample size used to evaluate contractor performance. In addition, the acceptance and rejection numbers change for the given APL. To implement the required changes to the existing sampling guide for reduced inspection, the following procedures are initiated:

**DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)**

1. Using the existing lot size, find the new sampling size using the procedures contained in OFPP Pamphlet No. 4 (or equivalent statistical table)
2. Using the APL in the sampling guide and the new reduced sample size, identified in OFPP Pamphlet No. 4, locate the new "accept" and "reject" numbers.

Note: if there is a gap between the acceptance and rejection numbers; e.g., with a sample size of 20 and an APL of 10%, accept is 5 and reject is 8. This means that the lot would not be rejected unless eight or more defects were found. However, a number of defects greater than five are justification for returning to normal inspection, i.e., returning to the sample size and acceptance and rejection numbers used in the original sampling guide.

When reduced inspection is in effect, return to normal inspection the next performance period under the following conditions:

- When the number of defects exceeds the acceptance number under reduced sampling,
- The ACO deems it necessary to return to normal inspection.

If, during the first month normal sampling has been resumed, the number of defects found is again less than 50% of the reject threshold; a return to reduced inspection is used the next month. If the number of defects found is over 50% of the reject level, then normal sampling is performed until four months of less than 50% of the reject level defects are found.

SECTION G: PREPLANNING FOR SURVEILLANCE:

Preplanning surveillance activities takes a little time and effort, but pays off big by providing an analog of surveillance activities past, present and future. This helps the QAE focus on what needs to be done and when, thus making progress and goal attainment easier. Preplanning provides structure and direction which helps to eliminate the stress of day-to-day firefighting. Knowing what you have already done and what is left to accomplish will only make the job easier. Steps to take when developing a surveillance plan are:

- List the known APL activities that we should monitor.
- List problem areas detected by DSS research.
- List known customer complaints.
- List known problem areas detected by previous surveillance.
- List PWS requirements not associated with an APL.
- List special projects or surveillance assignments from the commander or others.
- Prioritize the compiled list. Priorities change over time so we need to be flexible.
- Create a word table with the following headings and columns (see sample):

**DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)**

- Surveillance Activity & Requirement (one column).
- Date for 7 days or for the entire month (one column for each day).
- Time of Surveillance
- Enter the surveillance activities and requirements in the proper column. The order of entry is not important.
- Enter the time to conduct the surveillance under the selected date. Select time, date and frequency of surveillance based on the prioritized list already compiled.
 - Priority is determined by the placement and frequency within the week a particular activity is monitored.
 - Frequency can be multiple times per day or several different days or a combination of multiple times per day and days per week.

Sample Receiving Surveillance Plan Matrix

RECEIVING SURVEILLANCE PLAN May 20XX	7 Mon	8 Tue	9 Wed	10 Thu	11 Fri	12 Sat	13 Sun
Surveillance Activity & Requirement	Time & Frequency of Surveillance						
RCN RCN is annotated on materiel – 100%							
New Procurement Tailgate/turn-in to stow and post to accountable record in one day or less average							
Unserviceable returns Tailgate/turn-in to stow and post to accountable record in three days or less average							
Wholesale Serviceable returns and Redistributions Tailgate/turn-in to stow and post to accountable record in three days or less average							
Receipts from Maintenance Tailgate/turn-in to stow and post to accountable record in one day or less average							
Commander request additional surveillance of the box shop							
Audit security cage: Check log sheet to insure all data is filled in. Observe from a distance individuals entering cage. Do they sign in and out? Is door kept closed?							

PROCUREMENT SENSITIVE

**DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)**

Audit forklift maintenance: Audit daily operator check sheet. Is it filled out daily? Observe operator doing pre start checks.							
Audit Facility Maintenance/Security: Observe security and work area lighting. Are there dark areas? Are bulbs burnt out?							

SECTION H: ISOLATION & DISPOSITION OF DEFECTIVE MATERIAL

The overriding objective of the QASP is to prevent defective material from entering the supply chain. Defective material is costly in terms of time, effort, cost and efficiency of operation for DDC and down stream customers.

When defective product is identified i.e. damaged items, packaging or incorrectly packaged items it is imperative that the defective item(s) are suspended and quarantined. To prevent the potential mixing of defective product with acceptable product an isolated quarantine area shall be provided. The quarantine area can be an area cordoned off in the receiving area or designated rows and bins with in the warehouse or some other designated area.

Complete a SDR or TDR as required follow the applicable instructions outlined in DLAI 4140.55 Reporting of Supply Discrepancies and DLAI 4145.4 Stock Readiness. Affix identification tags as required (DD 1574, DD 1575-1, DD 1576 & DD 1577-1) as outlined in Receiving Instructions. The rejected item(s) are held in suspension/quarantine until a final disposition is made by the IM.

SECTION I: TRANSITION CHECKLIST

Section U contains a copy of the “Transition Checklist”. The Transition Checklist is a tool used to insure all key elements and requirements of the RFP are understood and met. The checklist is divided into three phases:

- Phase 1 - Post Award Conference (to begin at contract award or cancellation of solicitation).
- Phase 2 – Transition (to begin on contract start date).
- Phase 3 – Post Transition (To begin at first performance period).

SECTION J: STOCK READINESS

The contractor shall perform all tasks necessary to comply with the requirements of DLAI 4145.4, Stock Readiness. Stock Readiness involves the tasks needed to ensure that the proper

**DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)**

condition of material upon receipt and in storage is known and reported, that the condition is properly recorded, and that the material is properly provided with adequate packaging protection to prevent any degradation to lower condition codes.

The QAE is responsible for monitoring and reporting the performance of the contractor as it relates to the accomplishment of Stock Readiness. The most effective tool the CGA has in assuring contractor compliance to Stock Readiness is the presence of the QAE on the production floor, in the storage areas, in packaging/Packaging locations and wherever contractor activities are in operation. In addition to the QAE performing physical audits and observations the following pages outline the PWS APL standards and provide direction and instruction for the QAE on DSS inquiry monitoring of Stock Readiness requirements.

Collection Plan

Specific quality standards are provided as appropriate based on PWS requirements. Where quality standards are not provided, the contractor's QC/CSP shall address how the quality inherent in the requirements is met.

Stock Readiness DSS Inquiries

Question: How do I determine my overall packaging Pending backlog, by, area?

Answer: From DSS Lead Menu screen enter menu ID "LB7G" on the "Link To" space at the bottom right of the screen and hit enter. The next screen you will see is the first screen below. Type an "X" next to the "SCHEDULED WORK ORDERS IN-CHECKED" and hit enter, DSS will display all work orders in-checked that are pending packaging for the entire center, see the second screen below. The number on the top right hand corner of this screen indicates the total backlog for all work orders in-checked. You can tailor your inquiries by entering specifics criteria in the blanks list in the bottom half of the "LB7G" screen.

LB7G	SITE:	HWC1	DISTRIBUTION STANDARD SYSTEM	WK:	CI	PAGE	001
09:29:16			P&P WORK ORDER REQUEST			07APR2004	
<hr/>							
<input type="checkbox"/> SCHEDULED WORK ORDERS INCHECKED							
<input type="checkbox"/> UNSCHEDULED WORK ORDERS INCHECKED							
<input type="checkbox"/> COMPLETED SCHEDULED packaging							
<input type="checkbox"/> COMPLETED UNSCHEDULED packaging							
<hr/>							
WORK AREA _____ (1 TO 4 POSITIONS)							
DATE RANGE _____ TO _____ CYYDDD							
NIIN _____							
DOC# _____							

PROCUREMENT SENSITIVE

**DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)**

-----F1=MENU-----F2=NEXT TRANS-----F3=EXIT DSS-----F5=BOOKMARK-----

NEXT TRANS==>

LB7E	SITE: HETP	DISTRIBUTION STANDARD SYSTEM	WK: TP	PAGE 002				
09:56:51	WORK ORDER SELECTION			22APR2003				
				TOTAL 1225				
SEL	W/O#	DOC#	WRHS LOC	PP LOC	QTY	CC	ARRV	DT
-	DJZ0JTV	W15GK830800062	161LPDJZ0JTV145B	145B	5	A	2003090	
-	1ZBXYL9		161LP1ZBXYL9278C	278C	2	A	2003077	
-	99P4587	W90CG63104C925	161LP99P4587171E	171E	2	A	2003107	
-	5BY0X1H	W15GK830560036	162MP5BY0X1H-10B	F0	3	A	2003065	
-	YDFM4NG	W90CG63078C9026	162MPYDFM4NG-16G	NF	366	A	2003087	
-	LF6KMQ9	W90CG63100C902	161LPLF6KMQ9262D	262D	10	A	2003106	
-	562RH0Y		161LP562RH0Y232C	232C	2	A	2003073	
-	Y7FNRHX	W3163H307900009	161LPY7FNRHX122E	122E	1	A	2003099	
-	N1LX521		161LPN1LX521177C	177C	6	A	2003079	
-	6XL59R8	W15GK830800049	161LP6XL59R8162C	162C	5	A	2003086	
-	S3NZSMG		161LP53NZSMG273C	273C	17	A	2002338	
-	ZP3PCM0		163HPZP3PCM0-UB1	163HVYPAK-UB1	1	A	2003105	
-	054FMXM		162MP054FMXM-9C	3XE3	1	A	2003094	
----F1=MENU----F2=NEXT TRANS----F3=EXIT DSS----F5=BOOKMARK----F7/8=PAGE B/F----								
MORE SCREENS AVAILABLE								
TRANS CONTINUES				NEXT TRANS==> _____				

Question: How many packaging work orders were completed today? Yesterday?

Answer: Follow the same steps above, except enter an “X” next to “SCHEDULED WORK ORDERS COMPLETED” and enter today’s or yesterday’s date (example: 2003111) in the date range spaces. See screens below.

LB7G	SITE: HWC1	DISTRIBUTION STANDARD SYSTEM	WK: C1	PAGE 001
09:29:16		P&P WORK ORDER REQUEST		07APR2004

<input type="checkbox"/> SCHEDULED WORK ORDERS INCHECKED <input type="checkbox"/> UNSCHEDULED WORK ORDERS INCHECKED <input checked="" type="checkbox"/> COMPLETED SCHEDULED packaging <input type="checkbox"/> COMPLETED UNSCHEDULED packaging				

PROCUREMENT SENSITIVE

**DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)**

WORK AREA _____ (1 TO 4 POSITIONS)	
DATE RANGE <u>2003111</u>	TO <u>2003111</u> CYDDDD
NIIN _____	
DOC# _____	
-----F1=MENU-----F2=NEXT TRANS-----F3=EXIT DSS-----F5=BOOKMARK-----	
NEXT TRANS==>	

LB7E	SITE: HETP	DISTRIBUTION STANDARD SYSTEM	WK: TP	PAGE 002				
10:13:52		WORK ORDER SELECTION		22APR2003				
				TOTAL 35				
SEL	W/O#	DOC#	WRHS LOC	PP LOC	QTY	CC	ARRV	DT
—	DKHX4DB	W3163H30710006	161LPDKHX4DB122C	122C	1	A	2003077	
—	C555X28	W156K830870099	161LPC555X28105D	105D	3	A	2003105	
—	K27501W	W90C662344C917	161LPK27501W154C	154C	10	A	2002351	
—	4VB7Y1M	W3163H30660010	161LP4VB7Y1M144B	144B	2	A	2003076	
—	SB86578		161LP5B86578169B	169B	3	A	2003091	
—	N0796HD	W156K830870092	161LPN0796HD169C	169C	7	A	2003098	
—	M0506D9	W156K831010023	161LPM0506D9251E	251E	8	A	2003104	
—	V49828F		161LPV49828F176C	176C	4	A	2003084	
—	M4FXFL		163HPM4FXFL-UB1	163HVYPAK-UB1	1	A	2003107	
—	MM8X1D6	W156K830930022	161LPMW8X1D6250C	250C	3	A	2003105	
—	85VY4D6	W3163H30970007	161LP85VY4D6178E	178E	1	A	2003105	
—	XN59JMX	W90C663107C905	163HPXN59JMX-UB1	163HVYPAK-UB1	1	A	2003111	
—	21ZCLF9	W156K830930027	162MP21ZCLF9-28D	NF	1	A	2003101	
----F1=MENU----F2=NEXT TRANS----F3=EXIT DSS----F5=BOOKMARK----F7/8=PAGE B/F----								
MORE SCREENS AVAILABLE								
TRANS CONTINUES					NEXT TRANS==> ____			

Question: How many MROs hit against pending packaging NSNs? How many of these MROs have been processed through packaging?

DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)

Answer: From DSS Lead Menu screen enter menu ID "N3AJ" on the "Link To" space at the bottom right of the screen and hit enter. Enter at the first two digits of the packaging Area location (up to six digits) and hit enter. You will see the first screen below. This screen will tell how many MROs are pending pick and how many have been picked for that specific packaging location. To find out how many of them have been packaged and packed go back to the LB7G screen and enter an "X" next to "COMPLETED UNSCHEDULED packaging" and today's date in the date range spaces (second screen) and hit enter, you will see the third screen below.

N3AJ 10:17:41	SITE: HETP	DISTRIBUTION STANDARD SYSTEM CURRENT DAY PICK RESULTS	WK: TP	PAGE 001 22APR2003

WRHS LOC ==> 161 JULIAN-DT(OPTN) ==> (FORMAT CCYYJJJ)				

	CYCLE 01	02	03	04
MISS IN PROG	14	0	0	0
MISS COMPL	6	0	0	0
REWAREH IN PROG	0	0	0	0
REWAREH COMPL	0	0	0	0
	CYCLE 09	10	11	12
MISS IN PROG	0	0	0	0
MISS COMPL	0	0	0	0
REWAREH IN PROG	0	0	0	0
REWAREH COMPL	0	0	0	0
EMERGENCY PICKS	0	WIP COMP	0	INV
		WIP OPEN	0	
			9	COSIS
			0	LOC SURV
				0
-----F1-MENU-----F2-NEXT TRANS-----F3-EXIT DSS-----F5-BOOKMARK-----F7/8-PAGE B/F-----				
THIS IS THE FIRST PAGE				
TRANS CONTINUES NEXT TRANS==>				

LB7G 09:29:16	SITE: HWC1	DISTRIBUTION STANDARD SYSTEM P&P WORK ORDER REQUEST	WK: C1	PAGE 001 07APR2004

<input type="checkbox"/> SCHEDULED WORK ORDERS INCHECKED <input type="checkbox"/> UNSCHEDULED WORK ORDERS INCHECKED <input type="checkbox"/> COMPLETED SCHEDULED packaging <input checked="" type="checkbox"/> COMPLETED UNSCHEDULED packaging				

WORK AREA _____ (1 TO 4 POSITIONS) DATE RANGE 2003112 TO 2003112 CCYYDDD NIIN _____ DOC# _____				
-----F1=MENU-----F2=NEXT TRANS-----F3=EXIT DSS-----F5=BOOKMARK-----				
NEXT TRANS==>				

**DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)**

LB7E	SITE: HETP	DISTRIBUTION STANDARD SYSTEM	WK: TP	PAGE 002
10:28:54		WORK ORDER SELECTION		22APR2003
				TOTAL 20
SEL W/O#	DOC#	WRHS LOC	PP LOC	QTY CC ARR V DT
9ZF53J2	W91PLK31119045LX00	123SET004	162M	1 A 2003112
XCLKZB9	FB202723300313 X00	123SET002	162M	1 A 2003112
YG9YR9T	W91PLK31119046LX00	123SET004	162M	1 A 2003112
HJQD40J	M9857631061011 X00	162MP6K05TND-18C	162M	3 A 2003112
16Q4TB5	FB663331080117 X00	162MPL3JP3XH-28B	162M	1 A 2003112
BJP25QZ	FB580830980539AX00	161LPYYL675G248C	161L	1 A 2003112
LJ4Y4N4	FB624231000019 X00	123SET004	162M	1 A 2003112
WZ15LV2	W90Y1D22890013LX00	161LPYYLMW19175C	161L	1 A 2003112
K0QXT05	W915N630770915LX00	162MPJJV2ZKV-7D	162M	1 A 2003112
K6WRFL7	R209933106D133 X00	161LPMXXYQMQ134B	161L	1 A 2003112
R5FHD2	FB583131101001 X00	162MPL3JP3XH-28B	162M	1 A 2003112
BQYSVTC	W91PLQ31060248LX00	161LPDDT0YKM112C	161L	1 A 2003112
XSYTVCC	W90APK31110045 X00	161LPL7CPPWK114B	161L	1 A 2003112
----F1=MENU----F2=NEXT TRANS----F3=EXIT DSS----F5=BOOKMARK----F7/8=PAGE B/F---- MORE SCREENS AVAILABLE TRANS CONTINUES NEXT TRANS==> __				

Question: How many of the pending packaging work orders did we received in the last 10 day? 30 days? Etc.

Answer: Following the same steps listed in paragraph 4.6.5.1, but enter date range equivalent to 5 days, 10 days, 15 days, 30 days, etc. See screen below.

LB7G	SITE: HWC1	DISTRIBUTION STANDARD SYSTEM	WK: C1	PAGE 001
09:29:16		P&P WORK ORDER REQUEST		07APR2004
X SCHEDULED WORK ORDERS INCHECKED UNSCHEDULED WORK ORDERS INCHECKED				
COMPLETED SCHEDULED packaging COMPLETED UNSCHEDULED packaging				
WORK AREA _____ (1 TO 4 POSITIONS) DATE RANGE 2003102 TO 2003112 CYDDDD NIIN _____ DOC# _____				
-----F1=MENU-----F2=NEXT TRANS-----F3=EXIT DSS-----F5=BOOKMARK-----				

PROCUREMENT SENSITIVE

**DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)**

NEXT TRANS==>

LB7E	SITE: HETP	DISTRIBUTION STANDARD SYSTEM	WK: TP	PAGE 002				
10:33:59		WORK ORDER SELECTION		22APR2003				
				TOTAL	220			
SEL	W/O#	DOC#	WRHS LOC	PP LOC	QTY	CC	ARRV	DT
—	DF9NMDG	W90CGG3102C901	161LPDF9NMDG179C	179C	1	A	2003104	
—	M6BYXDG	W15GK830850041	161LPM6BYXDG149B	149B	15	A	2003104	
—	Q52W2MV	W15GK830800004	161LPQ52W2MV236E	236E	30	A	2003104	
—	LWCHS86	W90CGG3098C954	161LPLWCHS86238E	238E	20	A	2003104	
—	L8TFD0F	W90CGG3098C952	161LPL8TFD0F233C	233C	1	A	2003104	
—	5VMLGPR	W15GK830920032	161LP5VMLGPR233C	233C	1	A	2003104	
—	CMN4HMR	W15GK830920033	161LPCMN4HMR233C	233C	1	A	2003104	
—	6X27233	W90CGG3098C946	161LP6X27233211C	211C	2	A	2003104	
—	6531PDF	W90CGG3098C949	161LP6531PDF211C	211C	2	A	2003104	
—	KRKV62Z	W31G3H30980010	M026PKRKV62Z016A	M026KRKV62Z016A	1	A	2003104	
—	74NX330	W31G3H31000007	M026P74NX330017C	M02674NX330017C	3	A	2003104	
—	56SVNSH	W15GK831010022	161LP56SVNSH251E	251E	24	A	2003104	
—	XMLWMSR		161LPXMLWMSR180B	180B	3	A	2003104	
-----F1=MENU-----F2=NEXT TRANS-----F3=EXIT DSS-----F5=BOOKMARK-----F7/8=PAGE B/F-----								
MORE SCREENS AVAILABLE								
TRANS CONTINUES								
NEXT TRANS==>								

SECTION K: RECEIVING

The contractor shall perform the receipt of material IAW the performance standards in TE 5.1, APLs. The receiving process begins with in-bound traffic management and scheduling for the unloading process. The receiving process ends when the material is physically stowed.

The QAE monitors the contractor compliance to Receiving PWS APL standards. The DSS screens depicted in the following pages are guides to aid the QAE in the monitoring process, as it relates to information that can be gleaned from DSS. The following pages are not exhaustive as to the information and screens that can be viewed by the QAE in DSS. Through additional training and experience in use of the DSS system greater investigative insight will be gained.

The information gained from DSS research is supplementary to the data gathered by in-process observations and audits of the receiving process, by the QAE. Continual auditing and real-time observations of the receiving process is the key to CGA assurance of contractor compliance to PWS requirements and APLs.

Receiving PWS Quality Standards

PROCUREMENT SENSITIVE

**DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)**

PWS Para	Activity	Standard/Performance Requirement	APL	Source	Surveillance Method
Tech. Exhibit 5.1	RCN	RCN is annotated on materiel (each line item) the day it is received via a transportation carrier or on-base customer	100%	NP, retail returns, wholesale returns and RDOs, receipts from maintenance, and unserviceable returns received per month	Random Visual Inspection

Receiving PWS Timeliness Standards

PWS Para	Activity	Standard/Performance Requirement	APL	Source	Surveillance Method
Tech. Exhibit 5.1	Receipt Processing – New Procurement & Retail Returns	Tailgate/turn-in to stow and post to accountable record in one day or less average	≤1 day Average ea. month	New Procurement & Retail Returns received per month	Random Visual Inspection Monthly examination of MIS data element 10117
Tech. Exhibit 5.1	Receipt Processing: Unserviceable returns	Tailgate/turn-in to stow and post to accountable record in three days or less average	≤ 3 days average ea. month	Unserviceable return receipts processed per month.	Random Visual Inspection Monthly examination of MIS data element 10317
Tech. Exhibit 5.1	Receipt Processing: Wholesale Serviceable returns and Redistribution	Tailgate/turn-in to stow and post to accountable record in three days or less average	≤ 3 days average ea. month	Serviceable return receipts processed per month.	Random Visual Inspection Monthly examination of MIS Data Element 10817 and 11317
Tech. Exhibit 5.1	Receipt Processing Receipts from Maintenance	Tailgate/turn-in to stow and post to accountable record in one day or less average	≤1 day Average ea. month	Receipts from maintenance processed per month	Random Visual Inspection Review of monthly MIS data element 10417
Tech. Exhibit 5.1	MTIS Depot Level Repairable (DLRs) with Project Code Z5S on the 1348-1	Tailgate/Turn-in to Stow and post to accountable record in 12 days or less average	≤ 12 days	All MTIS DLRs with Project Code Z5S on the 1348-1 received per month	Random Visual Inspection Review of MIS data elements 14017
Tech. Exhibit 5.1	MTIS Consumables greater than \$2,500 with Project Code Z5U on the 1348-1	Tailgate/Turn-in to Stow and post to accountable record in 12 days or less average	≤ 12 day average	All MTIS Consumables with Project Code Z5U on the 1348-1 received per month	Random Visual Inspection Review of MIS Element 14217

PROCUREMENT SENSITIVE

**DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)**

Tech. Exhibit 5.1	All MTIS Security Coded items with Project Code Z5T on the 1348-1	Tailgate/Turn-in to Stow and post to accountable record in 12 days or less average	≤ 12 day average	All MTIS Security Coded items with Project Code Z5T on the 1348-1 received per month	Random Visual Inspection Review of MIS Element 14117
Tech. Exhibit 5.1	MTIS Consumables with Project Code Z5V on the 1348-1	Tailgate/Turn-in to Stow and post to accountable record in 44 days or less average	≤ 44 day average	All MTIS Consumables with Project Code Z5V on the 1348-1 received per month	Random Visual Inspection Review of MIS Element 14317
Tech. Exhibit 5.1	All other MTIS Consumables received with no 1348-1 and no project code. Contractor shall assign Project Code Z5Y	Tailgate/Turn-in to Stow and post to accountable record in 44 days or less average	≤ 44 day average	All other MTIS Consumables with no 1348-1 and no project code received per month.	Random Visual Inspection Review of MIS Element 14417

- The timeliness of new procurement receipts are monitored by examination of reports generated by MIS Element 10117.
- The timeliness of return receipts are monitored by examination of reports generated by MIS Element 10817 and 11317.
- The timeliness of receipts from maintenance is monitored by examination of reports generated by MIS Element 10417.
- The timeliness of processing unserviceable returns is monitored by examination of reports generated by MIS Element 10317.
- The timeliness of the input of the data into the system (i.e., the “tailgate” date) is monitored by the CGA by random visual sampling. This is accomplished by the CGA walking through the receiving area unannounced at various times during the month. To ascertain when the receipted materiel is input into the system. And to determine whether the correct tailgate date is used to process materiel. Should the results of this random visual sampling be unsatisfactory, the CGA reserves the right to perform any additional methods of surveillance to identify and document the problem.

Receiving DSS Inquiries

Question: How do I determine how many total open put-a-ways (receipts or re-warehousing) are pending stow?

DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)

Answer: From DSS Lead Menu Screen enter menu ID “A11J” on the “Link To” space at the bottom right of the screen and hit enter. The next screen you will see is the one below, enter at least the first character (up to 8 characters) from one of your warehouse locations and enter “N” under “STOWED” and hit enter. You will see the second screen showing items not stowed.

A11J	SITE: HETP	DISTRIBUTION STANDARD SYSTEM				WK: TP	PAGE 001	
14:48:22	PUTAWAY SELECTION				03APR2003			

PUTAWAY #	LOC	STOW DATES(CCYDDDD)		STOWED	RWHS	RCPT	TOTAL	
		TO		(Y/N)				
	NIIN	COND						

SEL	PUT #	LOCATION	CC	TSC	PUT QTY	QTY STOWED	DT STOWED	TYPE

**DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)**

AI1J		SITE: HETP		DISTRIBUTION STANDARD SYSTEM				WK: TP		PAGE 001	
14:36:50				PUTAWAY SELECTION						03APR2003	

PUTAWAY #		LOC	STOW DATES(CCYDDD)		STOWED		RWHS		RCPT	TOTAL	
		0	TO		N (Y/N)					167	
		NIIN		COND							

SEL	PUT #	LOCATION	CC	TSC	PUT	QTY	QTY STOWED	DT	STOWED	TYPE	
	8471T9T	01B4TYAD15A	F	A70		1	0			RCPT	
	C4X2SSC	01B4TYAD16B	F	A70		1	0			RCPT	
	1Z36QC4	01B42833A	F	A70		15	0			RCPT	
	2TZP341	01B42833A	F	A70		22	0			RCPT	
	TH7W5LR	01B42837A	F	A70		1	0			RCPT	
	8NQ5DP5	01B43014A	F	A70		1	0			RCPT	
	S00QJB3	01B43216A	F	A70		1	0			RCPT	
	HGTNLCV	01B43218D	F	A70		1	0			RCPT	
	QXKJF7P	01B43224B	F	A70		1	0			RCPT	
	82J3T62	01B43232A	F	A70		1	0			RCPT	
	6KJCK8B	01B43515C	F	A70		1	0			RCPT	
	5Z642Z6	01B43515C	F	A70		1	0			RCPT	

----F1=MENU----F2=NEXT TRANS----F3=EXIT DSS----F5=BOOKMARK----F7/8=PAGE B/F----											
THIS IS THE FIRST SCREEN											
TRANS CONTINUES						BOOKMARK IN PROGRESS NEXT TRANS==>					

Question: How do I determine how many receipt put-a-ways are pending stow?

Answer: You will follow the same steps above but you will need to enter a “Y” under “RCPT” and hit enter, you will see the screen below.

AI1J		SITE: HETP		DISTRIBUTION STANDARD SYSTEM				WK: TP		PAGE 001	
14:56:52				PUTAWAY SELECTION						03APR2003	

PUTAWAY #		LOC	STOW DATES(CCYDDD)		STOWED		RWHS		RCPT	TOTAL	
		0	TO		N (Y/N)				Y	156	
		NIIN		COND							

SEL	PUT #	LOCATION	CC	TSC	PUT	QTY	QTY STOWED	DT	STOWED	TYPE	
	8471T9T	01B4TYAD15A	F	A70		1	0			RCPT	
	C4X2SSC	01B4TYAD16B	F	A70		1	0			RCPT	
	DF5Q2PT	01B4TYAD22A	F	A70		1	0			RCPT	
	1Z36QC4	01B42833A	F	A70		15	0			RCPT	
	2TZP341	01B42833A	F	A70		22	0			RCPT	
	TH7W5LR	01B42837A	F	A70		1	0			RCPT	
	8NQ5DP5	01B43014A	F	A70		1	0			RCPT	
	S00QJB3	01B43216A	F	A70		1	0			RCPT	
	HGTNLCV	01B43218D	F	A70		1	0			RCPT	
	QXKJF7P	01B43224B	F	A70		1	0			RCPT	
	82J3TG2	01B43232A	F	A70		1	0			RCPT	
	6KJCK8B	01B43515C	F	A70		1	0			RCPT	

----F1=MENU----F2=NEXT TRANS----F3=EXIT DSS----F5=BOOKMARK----F7/8=PAGE B/F----											
THIS IS THE FIRST SCREEN											
TRANS CONTINUES						BOOKMARK IN PROGRESS NEXT TRANS==>					

DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)

Question: How do I determine how many re-warehousing put-a-ways are pending stow?

Answer: You will follow the same steps above but you will need to enter a “Y” under “RWHS” rather than RCPT and hit enter, you will see the screen below.

AI1J		SITE: HETP		DISTRIBUTION STANDARD SYSTEM				WK: TP		PAGE 001	
14:59:38				PUTAWAY SELECTION						03APR2003	

PUTAWAY #		LOC	STOW DATES(CCYYDDD)		STOWED		RWHS		RCPT	TOTAL	
		0	TO		N (Y/N)		Y			28	
NIIN				COND							

SEL	PUT #	LOCATION	CC	TSC	PUT	QTY	QTY STOWED	DT	STOWED	TYPE	
	7YDRP09	01B46314D	A	A70		8	0			RWHS	
	QXP86MS	021D91VCKHTMP	A	999		2	0			RWHS	
	9PYMT68	021HFL250MTMP	A	999		9	0			RWHS	
	4V226Z6	021HR2NHJ9TMP	A	999		1	0			RWHS	
	FJ640MC	021J4Y9H36TMP	A	999		1	0			RWHS	
	2KB738C	021MM48NLLTMP	A	999		2	0			RWHS	
	RYS64X	021Q13CM6DTMP	G	999		4	0			RWHS	
	5H5LW7Q	0211042189TMP	F	999		3	0			RWHS	
	Z6Z2064	02122105A	F	A70		1	0			RWHS	
	ZDTLZC6	02124221A	A	A00		36	0			RWHS	
	CM4FQ5L	02130547E	A	A70		6	0			RWHS	
	K4LYYFM	02130816C	F	A70		1	0			RWHS	

----F1=MENU----F2=NEXT TRANS----F3=EXIT DSS----F5=BOOKMARK----F7/8=PAGE B/F----											
						THIS IS THE FIRST SCREEN					
TRANS CONTINUES						BOOKMARK IN PROGRESS NEXT TRANS==>					

Question: How late are all the receipts pending stow?

Answer: From DSS Lead Menu screen enter menu ID “RR59” on the ”Link To” space at the bottom right of the screen and hit enter. The next screen you will see is the one below. Enter the beginning characters (or leave blank for all warehouses) of the warehouse you want to query. You will see the second screen below. The numbers in the first column represent the number of days late over standard.

RR59	SITE: HETP	DISTRIBUTION STANDARD SYSTEM				WK: TP	PAGE 001
15:03:06	RECEIPTS NOT PUTAWAY				03APR2003		

WAREHOUSE LOCATION						TOTAL	
(OPTIONAL, 1 TO 16 POSITIONS)							

LT	DUE DATE	PUT#	FSC	NIIN	PIIN/DOC#	QTY CC	LOCATION

DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)

```

RR59      SITE: HETP      DISTRIBUTION STANDARD SYSTEM      WK: TP      PAGE 001
15:01:08      RECEIPTS NOT PUTAWAY      03APR2003
-----
      WAREHOUSE LOCATION
      01      (OPTIONAL, 1 TO 16 POSITIONS)      TOTAL      30
-----
LT  DUE DATE  PUT#  FSC  NIIN  PIIN/DOC#  QTY CC  LOCATION
4  30MAR2003  8471T9T  6615  004535670  W8039530660301  1 F 01B4TYAD15A
4  30MAR2003  C4X2SSC  5998  004948815  FB462530850024  1 F 01B4TYAD16B
3  31MAR2003  DF5Q2PT  6605  013162748  FB487730860173  1 F 01B4TYAD22A
3  31MAR2003  DD9KHBL  5841  012459090  W90YRK30770008  1 F 01B42523A
   04APR2003  1Z36QC4  5841  001491319  N003833083V850  15 F 01B42833A
   04APR2003  2TZP341  5841  001491319  N003833083V850  22 F 01B42833A
3  31MAR2003  TH7W5LR  6130  002223907  FB481930860098  1 F 01B42837A
4  30MAR2003  8NQ5DP5  6610  012809729  W8039530720304  1 F 01B43014A
28 06MAR2003  500QJB3  5930  011225655  WK4VJS22480010  1 F 01B43216A
3  31MAR2003  HGTNLCV  5895  011314804  MMFAG82357019E  1 F 01B43218D

----F1=MENU----F2=NEXT TRANS----F3=EXIT DSS----F5=BOOKMARK----F7/8=PAGE B/F----
                                THIS IS THE FIRST SCREEN
TRANS-CONTINUES                                NEXT TRANS==>

```

Question: How many put-a-ways (receipt or re-warehousing) have we done today?

Answer: From DSS Lead Menu screen enter menu ID "AI1J" on the "Link To" space at the bottom right of the screen and hit enter. The next screen you will see is the one below. Enter the first characters of the warehouse and today's or yesterday's stow date (example: 2003093 to 2003093) and enter a "Y" under "STOWED" and hit enter. You will see the second screen shown below.

```

AI1J      SITE: HETP      DISTRIBUTION STANDARD SYSTEM      WK: TP      PAGE 001
14:48:22      PUTAWAY SELECTION      03APR2003
-----
PUTAWAY #  LOC  STOW DATES(CCYDDDD)  STOWED  RWHS  RCPT  TOTAL
              TO  (Y/N)
              NIIN  COND
-----
SEL  PUT #  LOCATION  CC  TSC  PUT QTY  QTY STOWED  DT STOWED  TYPE

----F1=MENU----F2=NEXT TRANS----F3=EXIT DSS----F5=BOOKMARK----F7/8=PAGE B/F----
                                BOOKMARK IN PROGRESS NEXT TRANS==>

```

PROCUREMENT SENSITIVE

DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)

AI1J		SITE: HETP		DISTRIBUTION STANDARD SYSTEM				WK: TP		PAGE 001	
15:21:07				PUTAWAY SELECTION						03APR2003	

PUTAWAY #		LOC		STOW DATES(CCYDDDD)		STOWED		RWHS		RCPT	
		01		2003092 TO 2003092		Y (Y/N)				48	
		NIIN		COND							

SEL	PUT #	LOCATION		CC	TSC	PUT QTY	QTY STOWED	DT STOWED	TYPE		
	Y44X6RM	01B4TYAD24A		F	A70	1	1	02APR2003	RCPT		
	SMDXPK	01B4TYAD27A		F	A70	3	3	02APR2003	RCPT		
	HFJ789H	01B4TYAD27A		F	A70	1	1	02APR2003	RCPT		
	H3Y5YC7	01B4TYAD27B		F	A70	1	1	02APR2003	RCPT		
	CHZMM5T	01B4TYAD28A		F	A70	1	1	02APR2003	RCPT		
	VQ1QW3R	01B4TYAD28A		F	A70	1	1	02APR2003	RCPT		
	JX29YN4	01B4TYAD28A		F	A70	1	1	02APR2003	RCPT		
	QPN6Q6H	01B4TYAD28A		F	A70	1	1	02APR2003	RCPT		
	LSVZH03	01B4TYAD28A		F	A70	1	1	02APR2003	RCPT		
	P3ZBB7Q	01B4TYAD28A		F	A70	1	1	02APR2003	RCPT		
	NV4XXN0	01B4TYAD28A		F	A70	1	1	02APR2003	RCPT		
	MHW87Q2	01B4TYAD28A		F	A70	1	1	02APR2003	RCPT		
-----F1=MENU-----F2=NEXT TRANS-----F3=EXIT DSS-----F5=BOOKMARK-----F7/8=PAGE B/F-----											
THIS IS THE FIRST SCREEN											
TRANS CONTINUES						BOOKMARK IN PROGRESS NEXT TRANS==>					

Question: How many receipts have we process/posted to record today?

Answer: From DSS Lead Menu screen enter menu ID “RI32” on the “Link To” space at the bottom right of the screen and hit enter. The next screen you will see is the first screen below. Tab over to the “MRC DATE” and enter today’s date see the second screen (example: 2003093) and hit enter. You will see the third screen below.

RI32		SITE: HETP		DISTRIBUTION STANDARD SYSTEM				WK: TP		PAGE 001	
15:22:46				RECEIPT STATUS DISPLAY						03APR2003	

DCN/PUT#/CONVEY		NIIN		CC		DOC#					
PIIN		CALL		CLIN		MRC DATE		TO		(CCYYDDDD)	

DCN		NSN/PN		PIIN/DOCNO/S		CALL		CLIN/SUP		UI	
										RCN	
										CICS REC	
DIC		TAILGT		ENTER		VERIFY		MRC		STOW	
								COND		QTY	
								MGT		RIT	
								DSCP		INSP	
ACC PREP CON SHIP#/S QTY SHPD QTY ACCPT CAGE LOT DT CHG ID/PGM/DATE/#											
POST DUE DT						STOW DUE DT					
-F1=MENU F2=NXT TRN F3=EXIT						F5=BKMRK F7/8=PAGE-F9 ORG/CUR F11/12 CHGS-					
BOOKMARK IN PROGRESS NEXT TRANS==>											

PROCUREMENT SENSITIVE

DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)

RN20		SITE: HETP		DISTRIBUTION STANDARD SYSTEM		WK: TP		PAGE 001	
15:26:53				RECEIPT STATUS SELECTION				03APR2003	
NIIN	COND	DOC#		OCN	TOTAL	264			
PIIN	CALL	CLIN		MRC DATE 2003093 TO 2003093					
SEL	PIIN/DOC#/S	NIIN	CALL	CLIN	QTY	LST/CAN	OCN	CC RIT	MRC DT
	W31G3H30851051	012913280			2		T1RMPM5	A B64	03093
	W31G3H30870024	013905949			1		BR1F634	A B64	03093
	W15GK83030E951	011060143			1		ND1NPB8	F B16	03093
	N003833083V850	001491319			15		YR9HS65	F N32	03093
	W90YRK30770008	012459090			1		PL99CMX	F B16	03093
	DAAK0196D0062	014620291	BG10	400300	1		ZNVKPH8	A B16	03093
	FB604130770025	012459095			1		RY1VJJB	F B16	03093
	W90CGG3092C984	008762375			14		TWFDP26	F B16	03093
	DAAK0196D0062	014620291	BG10	400300	1		3XL6H65	A B16	03093
	DAAK0196D0062	014620291	BG10	400300	1		DNH23NB	A B16	03093
	DAAK0196D0062	014620291	BG10	400300	1		D077858	A B16	03093
	FB487730860173	013162748			1		T0L6X98	F B16	03093
	DAAK0196D0062	014620291	BG10	400300	1		SSVC861	A B16	03093
F1=MENU-F2=NEXT TRANS-F3=EXIT-F5=BOOKMARK-F6=COUNTS-F7/8=PAGE B/F-F9/11=TOP/BOT MORE SCREENS AVAILABLE TRANS CONTINUES BOOKMARK IN PROGRESS NEXT TRANS==>									
11:35:08		MIS DAILY TOTALS				22APR2003			
ELEMENT NR: 10802		STANDARD NR DAYS: 03							
TITLE : WHOLE. AND MTIS RETURNS, LINES POSTED AND STOWED									
FACILITY : TOBYHANNA, PA									
	SERVICE		DAILY		MONTH-TO-DATE				
	AIR FORCE		0		4				
	ARMY		2		37				
	DLA		0		13				
	MARINES		0		0				
	NAVY		0		0				
	OTHER		0		0				
	DAILY		2						
	MONTH-TO-DATE		54						
	YEAR-TO-DATE		575						
NEXT ELEMENT: 10802 NEXT FACILITY: TP NEXT MONTH: NEXT FY: 03 F6=OWNER STATS F9=FACILITY MENU ---F1=MENU-----F2=NEXT TRANS-----F3=EXIT DSS-----F5=BOOKMARK-----									
TRANS CONTINUES					NEXT TRANS==>				

**DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)**

Receiving DSS-MIS Inquiries

Question: How many receipts of each type did we process (daily, month-to-date)?

Answer: You can get the daily performance and counts for each day by logging on to DSS-MIS and entering each MIS element through the system. Do not limit your inquiries to just the six listed above, DSS-MIS offers much more. For example to address the question above you would have to enter the following MIS elements to obtain the count for each type of receipt processed: 10802 for serviceable returns and 10102 for new procurement. See screen below for daily, month-to-date, and year-to-date counts for MIS element 10802.

In addition to just your basic DDC/DLA MIS elements above, each main element has a series of sub-elements the can give performance for specific processes in your center. For example: DSS-MIS measures the total time it takes the center to post and stow a receipt. This is what MIS element 10817 measures, (Tailgate to Stow). MIS also measures the sub process of tailgate to post (MIS element 10807) and how long it took the center to stow the receipt, once it was posted, this is known as post to stow (MIS element 10812). See the screens below for these three MIS elements. This allows a center to determine if it is having problems in posting receipts or stowing them.

MC9A	DISTRIBUTION STANDARD SYSTEM		PAGE 001
11:33:43	MIS AVERAGE DAYS		22APR2003

ELEMENT NR: 10817		STANDARD NR DAYS: 03	
TITLE : WHOLESALE AND MTIS RETURNS, AVG. DAYS TAILGATE TO STOW			
FACILITY : TOBYHANNA, PA			
SERVICE		DAILY	MONTH-TO-DATE
AIR FORCE		0.0000	0.0000
ARMY		3.5000	0.4051
DLA		0.0000	0.0000
MARINES		0.0000	0.0000
NAVY		0.0000	0.0000
OTHER		0.0000	0.0000
DAILY		3.5000	
MONTH-TO-DATE		0.2776	
YEAR-TO-DATE		2.6780	
NEXT ELEMENT: 10817 NEXT FACILITY: TP NEXT MONTH: NEXT FY: 03			
F6=OWNER STATS		F9=FACILITY MENU	
---F1=MENU-----F2=NEXT TRANS-----F3=EXIT DSS-----F5=BOOKMARK-----			
TRANS CONTINUES		NEXT TRANS==>	

**DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)**

MC9A	DISTRIBUTION STANDARD SYSTEM	PAGE 001
11:32:08	MIS AVERAGE DAYS	22APR2003
ELEMENT NR: 10807		STANDARD NR DAYS: 01
TITLE : WHOLE. AND MTIS RETURNS, AVG. DAYS TAILGATE TO POST		
FACILITY : TOBYHANNA, PA		
SERVICE	DAILY	MONTH-TO-DATE
AIR FORCE	0.0000	0.0000
ARMY	3.5000	0.3781
DLA	0.0000	0.0000
MARINES	0.0000	0.0000
NAVY	0.0000	0.0000
OTHER	0.0000	0.0000
DAILY		3.5000
MONTH-TO-DATE		0.2591
YEAR-TO-DATE		2.5666
NEXT ELEMENT: 10807 NEXT FACILITY: TP NEXT MONTH: NEXT FY: 03		
F6=OWNER STATS		F9=FACILITY MENU
<div style="display: flex; justify-content: space-between;"> ---F1=MENU----- F2=NEXT TRANS----- F3=EXIT DSS----- F5=BOOKMARK----- </div>		
TRANS CONTINUES		NEXT TRANS==>

MC9A	DISTRIBUTION STANDARD SYSTEM	PAGE 001
11:20:52	MIS AVERAGE DAYS	22APR2003
ELEMENT NR: 10812		STANDARD NR DAYS: 02
TITLE : WHOLE. AND MTIS RETURNS, AVG. DAYS POST TO STOW		
FACILITY : TOBYHANNA, PA		
SERVICE	DAILY	MONTH-TO-DATE
AIR FORCE	0.0000	0.0000
ARMY	0.0000	0.0267
DLA	0.0000	0.0000
MARINES	0.0000	0.0000
NAVY	0.0000	0.0000
OTHER	0.0000	0.0000
DAILY		0.0000
MONTH-TO-DATE		0.0183
YEAR-TO-DATE		0.1111
NEXT ELEMENT: 10812 NEXT FACILITY: TP NEXT MONTH: NEXT FY: 03		
F6=OWNER STATS		F9=FACILITY MENU
<div style="display: flex; justify-content: space-between;"> ---F1=MENU----- F2=NEXT TRANS----- F3=EXIT DSS----- F5=BOOKMARK----- </div>		
TRANS CONTINUES		NEXT TRANS==>

PROCUREMENT SENSITIVE

**DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)**

Note: DSS-MIS gives you performance in days and in hours. Certain processes are more valuable when measured in hours versus days. You will quickly determine which is best for your center.

Question: What MIS elements other than the DDC/DLA main elements should I review?

Answer: Each center is unique and each commander might have a unique challenge associated with his mission. In this case, MIS elements other than the main elements may help paint a better picture of its true performance. For example, some Army Centers may look at the following elements:

Category	MIS Element
End items High Priority Off-Base MROs	20167
End Items Routines Off-Base MROs	20175
End items High Priority On-Base MROs	20267
End Items Routines On-Base MROs	20275
RCP MROs	22075
End Items Returns	10217
Customer Returns Unserviceable	10317
Returns Maintenance Turn-ins	10417
Returns Retail	11217
Redistribution Orders Receipts	11317

SECTION L: STORAGE

The QAE responsibility in regards to storage is assessing the contractor's compliance with requirements as outlined in the PWS. Among the PWS requirements is that all material is stored in the correct type of location (general storage, hazardous, controlled temperature etc.) and in a manner that prevents damage or deterioration to the material. The QAE verifies that material is stored in a manner that complies with segregation requirements of certain items (classified, pilferable, hazardous etc.). Also, verifying that NSN with different condition codes and or shelf-life codes are provided separate storage locations. Storage activities listed below are monitored by a combination of Inventory Audits, Document Audit and Review and Visual observations. Some, but not all of the storage activities that are monitored by the CGA are:

- Top 100 Weight and Cube
- Controlled Material storage and inventory accuracy.
- Hazmat material storage and reporting.
- RAM storage and reporting.
- Shelf-life storage

By examination of various DSS screens the QAE can extract data, which can be used in planning physical storage audits. The following pages provide examples of some of the inquiry

**DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)**

screens available for such audit planning for contractor compliance and documentation verification.

Storage DSS Inquiries

Question: How do I find information about an NSN and its storage locations?

Answer: From DSS Lead Menu screen enter menu ID “AI1C” on the ”Link To” space at the bottom right of the screen and hit enter. The next screen you will see is the one directly below. Enter the NIIN and hit enter. You will see the second screen below. You can hit “F6” for list of location by condition code and tab to the location and hit enter to reveal details about the specify location, see screens three and four below.

AI1C 12:35:11	SITE: HWC1	DISTRIBUTION STANDARD SYSTEM QBL DISPLAY			WK: C1	PAGE 001 07APR2004
FSC	NIIN	COND CD	UI	MGR UM	DETAIL RECORDS FOUND	
UNIT WT		UNIT PRICE	AVAILABLE			
UNIT CUBE		UNIT PACK QTY		ALLOCATED		
UNIT LENGTH		MAX PICK QTY	PICK IN	PROGRESS		
UNIT WIDTH		MAX CONVEY QTY		DUE IN RCVG		
UNIT HEIGHT		U/MEASURE QTY		DUE IN RWHS		
				DUE OUT RWHS		
TYPE CARGO		MAJ ITEM	LOC ACT			
SPEC HNDL		SPEC EQUIP	SEGREGATE			
CIIC		INSP RQRD	LOT#	OWNR		
SCIC		INSP FREQ	STK ITEM			
HMIC		ACCEL INSP	PRECIOUS METAL			
SHELF LIFE		SER NO RQRD	ACQ CMDTY		QBS	
DEMIL		LCL RTG	WATER CMDTY		QBG	
CRITICALITY		TRANSHIP	AIR CMDTY			CREATED
			UIT PGM		SRC	FURN/SVC
POINTERS TO: OLD NSN		NEW NSN				
-----F1=MENU-----		F2=NXT-----		F3=EXIT-----		F5=BKMK -----
TRANS CONTINUES					NEXT TRANS==>	

DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)

A103		SITE: HETP		DISTRIBUTION STANDARD SYSTEM				WK: TP		PAGE 001		
11:23:14		QBL DETAIL SELECTION				22APR2003						
NIIN		COND		LOC		UI						
5826 010202258		—		—		EA						
RECEIVER,RADIO												
SEL	CC	LOCATION	TSC	AVAIL	BAL	QTY	IN	LOC	INV	+/-	FRZN	LAST ACTV
—	A	02130123A	A70		11			11		0		22APR2003
—	A	123SET003	A70		15			15		0		18APR2003
—	A	162MPC9N15MP-40F	989		8			8		0		05MAR2003
—	A	162MPTNX1K53-22F	989		10			10		0		01APR2003
—	A	162MP8RXM67X-7B	989		10			10		0		18MAR2003
—	D	08153114C	A70		6			6		0		16NOV2001
—	F	07120619A	A70		122			122		0		03APR2003
—	H	07132712A	A70		3			3		0		18JAN2002
--F1=MENU--F2=NEXT TRNS--F3=EXIT-- F4=QBL --F5=BKMRK--F7/8=PAGE B/F-- F11=OWNER												
THIS IS THE ONLY SCREEN												
TRANS CONTINUES												
NEXT TRANS==> __												

DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)

AI1C	SITE: HETP	DISTRIBUTION STANDARD SYSTEM	WK: TP	PAGE 1
15:34:57	QBL DISPLAY			03APR2003
<hr/>				
FSC 5826 NIIN 010202258 COND CD MGR B16				
RECEIVER,RADIO			7 DETAIL RECORDS FOUND	
UNIT WT	9.5000	UNIT PRICE	13008.00	AVAILABLE 173
UNIT CUBE	0.291666	UNIT PACK QTY	1	ALLOCATED 0
UNIT LENGTH	8.000	MAX PICK QTY	0	PICK IN PROGRESS 0
UNIT WIDTH	14.000	MAX CONVEY QTY	0	DUE IN RCVG 0
UNIT HEIGHT	4.500	U/MEASURE QTY	1.0000	DUE IN RWHS 0
ESTIMATED			DUE OUT RWHS 0	
TYPE CARGO	Z	MAJ ITEM	LOC ACT	D
SPEC HNDL	9	SPEC EQUIP	N	LOT NO RQRD
CIIC	7	INSP RQRD	STK ITEM	A
SCIC	0	INSP FREQ	PRECIOUS METAL	A
HMIC	N	ACCEL INSP	ACQ ADVICE	B
SHELF LIFE	0	SER NO RQRD	N	WATER CMDTY 65A QBS 2003044 SMC4
DEMIL	C	LCL RTG	M	AIR CMDTY H Z QBG 2002274 R7BT
CRITICALITY	TRANSHIP		UIT PGM	CREATED
			SRC	FURN/SVC D A
POINTERS TO: OLD NSN		NEW NSN		
F1=MENU F2=NXT F3=EXIT F4=SVC F5=BKMK F6=SELECTION F9=DETAIL F11=OWNER				
TRANS CONTINUES		BOOKMARK IN PROGRESS NEXT TRANS==>		

A104	SITE: HETP	DISTRIBUTION STANDARD SYSTEM	WK: TP	PAGE 001
11:24:07	QBL DETAIL DISPLAY			22APR2003
<hr/>				
STK NO	COND	LOCATION	UI	TSC FRZN P&P WK SITE
5826 010202258	A	02130123A	EA	A70 N TP
<hr/>				
RECEIVER,RADIO	TCC	MSDS#/CD	HCC N1 - NOT REGULATED AS HAZAR	
EXP DT 000000		REPLN PT	0	
MFG DT 000000		REPLN RQST N		
LOT#		REPLN OVR N		
LDC		INV +/-	0	
CAGE		LOC SEQ CD H		
AVAIL BAL	11	DUE IN RCVG	0	CREATED 17APR2003
PICKS IN PROG	0	DUE IN RWHS	0	LAST ACTV 22APR2003
QTY IN LOC	11	DUE OUT RWHS	0	VISUAL INSP 22APR2003
MAX STOR QTY	0	ALLOCATED	0	LAST INSP 13MAR2002
<p>----- F1=MENU -- F2=NEXT TRANS -- F3=EXIT DSS -- F4=QBL -- F5=BOOKMARK -----</p> <p>----- F6=SELECTION -- F7/8=PAGE B/F -- F11=OWNER -----</p> <p style="text-align: center;">MORE SCREENS AVAILABLE FORWARD NONE BACK</p>				
TRANS CONTINUES		NEXT TRANS==> _____		

DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)

BN4L1	SITE: HETP	DISTRIBUTION STANDARD SYSTEM	WK: TP	PAGE 001
15:51:58		MATERIEL TRACKING INQUIRY		03APR2003
CONTROL NUMBER ==>	15FXCKR	TRANS ID =====>	R105	
CONTROL NO TYPE CD =>	16	PROGRAM ID =====>	R110	
AOD ORD NO =====>	FD206030777816	NETNAME =====>	TZQC2254	
STATUS CODE =====>	V11	DATE CLOSED ==>		
STATUS DATE =====>	31 MAR 2003			
STATUS TIME =====>	102555			
USER ID =====>	YTP2294			
PARENT CCN =====>	Z3J08MV			
STATION ID =====>	0204			
CANCEL CODE =====>				
CONVEYANCE ID =====>				
2ND CONVEYANCE ID ==>				
ORIG CON NO =====>				
SITE ID =====>	HETP			
WORK SITE CD =====>	TP			
MATERIEL LOC =====>	RIDR			
MATERIEL DEST =====>	RECEIVING			
--F1=MENU--F2=NEXT TRANS--F3=EXIT★DSS--F5=BOOKMARK--PF6=SELECT--F7/8=PAGE B/F--				
TRANS CONTINUES			NEXT TRANS==>	

tab to the first line and enter an “X” and then hit enter. You will then see the screen below, hit “F8” to see the next transactions (second and third screens). These screens will tell you who completed each transaction and when it was completed.

BN4L1	SITE: HETP	DISTRIBUTION STANDARD SYSTEM	WK: TP	PAGE 001
15:55:22		MATERIEL TRACKING INQUIRY		03APR2003
CONTROL NUMBER ==>	15FXCKR	TRANS ID =====>	R105	
CONTROL NO TYPE CD =>	16	PROGRAM ID =====>	R178	
AOD ORD NO =====>	FD206030777816	NETNAME =====>	TZQC2254	
STATUS CODE =====>	V11	DATE CLOSED ==>		
STATUS DATE =====>	31 MAR 2003			
STATUS TIME =====>	102617			
USER ID =====>	YTP2294			
PARENT CCN =====>	Z3J08MV			
STATION ID =====>	0204			
CANCEL CODE =====>				
CONVEYANCE ID =====>	15FXCKR			
2ND CONVEYANCE ID ==>				
ORIG CON NO =====>				
SITE ID =====>	HETP			
WORK SITE CD =====>	TP			
MATERIEL LOC =====>	LOC ASSIGNED★			
MATERIEL DEST =====>	01B4TYAD16B			
--F1=MENU--F2=NEXT TRANS--F3=EXIT DSS--F5=BOOKMARK--PF6=SELECT--F7/8=PAGE B/F--				
TRANS CONTINUES			NEXT TRANS==>	

**DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)**

BN4L1	SITE: HETP	DISTRIBUTION STANDARD SYSTEM	WK: TP	PAGE 001
15:56:16		MATERIEL TRACKING INQUIRY		03APR2003

CONTROL NUMBER ==> 15FXCKR	TRANS ID =====> Q17J
CONTROL NO TYPE CD => 16	PROGRAM ID =====> A17Y
ADD ORD NO =====> FD206030777816	NETNAME =====> TZQC2220
STATUS CODE =====> S11	DATE CLOSED ===>
STATUS DATE =====> 01 APR 2003	
STATUS TIME =====> 102853	
USER ID =====> YTP3556	
PARENT CCN =====> Z3J08MV	
STATION ID =====> 0206	
CANCEL CODE =====>	
CONVEYANCE ID =====> 15FXCKR	
2ND CONVEYANCE ID ==>	
ORIG CON NO =====>	
SITE ID =====> HETP	
WORK SITE CD =====> TP	
MATERIEL LOC =====> STOWED ★	
MATERIEL DEST =====> 01B4TYAD16B	

--F1=MENU--F2=NEXT TRANS--F3=EXIT DSS--F5=BOOKMARK--PF6=SELECT--F7/8=PAGE B/F--

TRANS CONTINUESNEXT TRANS==>

The CGA has the responsibility to monitor the contractor for compliance of security of controlled storage areas and facilities. The QAE is the natural choice for fulfilling this task, because of their continual presence in the various warehousing areas. Among their security monitoring activities the QAE will perform surveillance of the following:

- Monitoring of locking or unlocking of areas or facilities to include internal overheads, cages, vaults warehouse doors and other areas to which access is limited for reasons of internal security.
- Monitoring of the key control program in accordance with DLAI 5710.1, Physical Security Program.
- Verification of security clearances by personnel working in areas containing controlled items such as classified items, narcotics and drugs, precious metals, small arms or RAM.
- Monitoring commingling of classified material with non-classified material.

The CGA shall monitor training and certification documentation of employees working with HAZMAT materials. Also, the CGA shall monitor HAZMAT storage locations to verify non-commingling of HAZMAT of different MSDS.

Radio Active Material shall be stored and monitored by the CGA IAW:

- DLAI 4145.8 Radioactive Commodities in the DoD Supply System
- DLAI 41445.23, Radio active Materials in the DLA Supply System
- NRC License No. 37-30062-01 and amendments

PROCUREMENT SENSITIVE

**DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)**

- DDCM 6055.20, Radiological Health Program

The visitor's log of personnel who are admitted to the RAM storage area shall be made available upon request.

SECTION M: PHYSICAL INVENTORY CONTROL

The CGA through the QAE or other designated individuals maintains surveillance of inventory accuracy of controlled items in the TPIC "N" and timeliness of storage activities. These storage activities include, but are not limited to inventories, causative research and denial research. Timeliness of storage activities is monitored through review of multiple DSS reports. The following pages contain examples of DSS inquiry screens that can be used to monitor the above listed activities.

Physical Inventory Control PWS Quality Standards

PWS Para	Activity	Standard/Performance Requirement	APL	Source	Surveillance Method
Tech Exhibit 5.1	Location Survey Accuracy	Physical materiel in location by NSN, SL, CC, UI and match to storage activity locator records	99%	Number of location surveys completed per month.	Review of YE8B1 report
Tech Exhibit 5.1	TPIC N: Category A- (Unit Price>\$1,000)	Physical Inventory matches accountable records by NSN, CC, Unit of Issue and quantity with a Zero Tolerance on the count variance.	99%	Items/lines counted at time of TPIC "N" inventory, as tracked and reported by DORRA using Data reported by DSS to MIS	Semi-annual review of TPIC "N" inventory report provided by DORRA
Tech Exhibit 5.1	TPIC N: Category B- Unit of Issue \neq to each or on hand balance greater than 50 and extended value less than \$50,000 or NSN activity greater than 50	Physical Inventory matches accountable records by NSN, CC, Unit of Issue and quantity with a 10% Tolerance on the count variance.	95%	Items/lines counted at time of TPIC "N" inventory as tracked and reported by DORRA using Data reported by DSS to MIS	Semi-annual review of TPIC "N" inventory report provided by DORRA
Tech Exhibit 5.1	TPIC N: Category C- Date of last inventory>24 months and on-hand balance <50	Physical Inventory matches accountable records by NSN, CC, Unit of Issue and quantity with a 5% Tolerance on the count variance.	95%	Items/lines counted at time of TPIC "N" inventory as tracked and reported by DORRA using Data reported by DSS to MIS	Semi-annual review of TPIC "N" inventory report provided by DORRA

**DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)**

PWS Para	Activity	Standard/Performance Requirement	APL	Source	Surveillance Method
Tech Exhibit 5.1	TPIC N: Category D- Other	Physical Inventory matches accountable records by NSN, CC, Unit of Issue and quantity with a Zero Tolerance on the count variance.	95%	Items/lines counted at time of TPIC "N" inventory as tracked and reported by DORRA using Data reported by DSS to MIS	Semi-annual review of TPIC "N" inventory report provided by DORRA

The quality of Location Accuracy Surveys is monitored by the review of DSS Daily Location Accuracy Survey reports. This report may indicate further deficiencies in the location survey process. The CGA reserves the right to use additional DSS reports to include the YE8B1 report.

The CGA maintains surveillance of Controlled items by a monthly random sample of the materiel in storage. Controlled item materiel is always accounted for; therefore all materiel surveyed should be 100% accurate.

The CGA maintains surveillance of the inventory accuracy for the categories included in the TPIC "N" by a review of the TPIC "N" report. After every semi-annual TPIC "N" inventory, the CGA reviews the report. The report is generated by DDC and DORRA based on the information input into DSS by the third party contractor.

Physical Inventory Control PWS Timeliness Standards

PWS Para	Activity	Standard/Performance Requirement	APL	Source	Surveillance Method
Tech Exhibit 5.1	TPIC Inventories C, D, E, H, J, T, V, M, R, S, & K	Inventory shall be completed within 15 days from the date the inventory is established in DSS	100%	All inventories released	Periodic inspection of inventory workload screen in DSS. DSS pathway 07 to 14
Tech Exhibit 5.1	TPIC Inventories G	Shall be completed within thirty (30) days subsequent to the assignment of the Inventory Cut-off Date (ICOD)	100%	All items counted at time of annually scheduled TPIC G inventory (Controlled Items - Classified and Sensitive)	Periodic inspection of inventory workload screen in DSS. DSS pathway 07 to 14 & MIS Data Element 50144
Tech Exhibit 5.1	TPIC Inventories P	Shall be completed within thirty (30) days subsequent to the assignment of the Inventory Cut-off Date (ICOD).	100%	All inventories scheduled and released under TPIC P or approved sample process (Pilferable Items)	Periodic inspection of inventory workload screen in DSS. DSS pathway 07 to 14

**DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)**

PWS Para	Activity	Standard/Performance Requirement	APL	Source	Surveillance Method
Tech Exhibit 5.1	Radiological	Shall be completed within 30 days subsequent to the assignment of the ICOD (including pre-adjustment research)	100%	All items counted at time of annually scheduled inventory	Periodic inspection of inventory workload screen in DSS. DSS pathway 07 to 14
Tech Exhibit 5.1	Causative Research	Mandatory Inventory Adjustment Vouchers (IAV) shall be completed and the record corrected within 30 days from the date the adjustment is posted, to include review and acceptance by KO or designee.	100%	Causative research lines as listed on the daily IAVs, IAW the causative research summary reports in DSS	Review of DSS data query reports. DSS pathway 07 to 20

The CGA monitors timeliness of storage activities through multiple DSS reports. The DSS reporting devices record the start date and date of completion or have automated summaries for Inventory, Causative Research, and Denial Research activities. The CGA monitors the activities in the performance standards using DSS Reports. The CGA monitors the timeliness of FLIPL by examining all FLIPL reports that are initiated or completed since the date of the last review.

Physical Inventory Control DSS Inquiries

Question: How do I determine how many scheduled locations surveys are pending and which warehouse locations are pending?

**DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)**

Answer: From DSS Lead Menu screen enter menu ID “YE6M” on the ”Link To” space at the bottom right of the screen and hit enter. The next screen you will see is the “Display Pending Survey” screen, enter “all” and hit enter for pending surveys.

YE6M	SITE: HETP	DISTRIBUTION STANDARD SYSTEM			WK: TP	PAGE 001
11:41:30		DISPLAY PENDING SURVEYS				27MAR2003

ENTER BATCH IDENTIFIER OR ALL =====>						
SUB WORK AREA	BATCH IDENTIFIER	SURV NUM	TOTAL LOCATIONS	COMPLETED LOCATIONS	IN PROCESS LOCATIONS	PRINT REQ
051402	2003085103727A	00	7	0	7	
051406	2003085103826A	00	50	0	50	
051408	2003085103906A	00	23	0	23	
051409	2003085103926A	00	25	0	25	
051410	2003085103935A	00	25	0	25	
051413	2003085103956A	00	46	0	46	
051414	2003085104006A	00	22	0	22	
051415	2003085104026A	00	20	0	20	
051416	2003085104035A	00	24	0	24	
---F1=MENU---F2=NEXT TRANS--F3=EXIT DSS--F5=BKMARK--F7/8=PAGE B/F---F10=HELP---						
THIS IS THE FIRST SCREEN						
TRANS CONTINUES			NEXT TRANS==>			

Question: How do I view the inventory accuracy results of my last two sample inventories?

Answer: From DSS Lead Menu screen enter menu ID “PS14” on the ”Link To” space at the bottom right of the screen and hit enter. The next screen you will see is the one below. Hit enter to display the last two inventories, second screen. Select the inventory you desire to view by entering an “S” next to that inventory, third screen and hit enter. You will then see the fourth screen show inventory accuracy results.

```

PS14          SITE: HETP          DISTRIBUTION STANDARD SYSTEM          WK: TP          PAGE 001
10:47:07          BROWSE COMPLETED SAMPLE INVENTORIES          22APR2003
-----
GROUP ID =>          (BLANK FOR ALL)
SEL  GROUP          ICOD          NARRATIVE          USERID          STATUS

ENTER 'A' FOR ADJUSTMENT DETAILS 'B' TO BROWSE RESULTS
      'C' TO CREATE LIKE (LOCAL) 'S' FOR LINE ITEM ACCURACY SUMMARY
---F1=MENU---F2=NEXT TRANS---F3=EXIT DSS---F10=HELP---F5=BOOKMARK---F15=MAIN---
                                          NEXT TRANS ==>

```

```

PS14          SITE: HETP          DISTRIBUTION STANDARD SYSTEM          WK: TP          PAGE 001
10:47:51          BROWSE COMPLETED SAMPLE INVENTORIES          22APR2003
-----
GROUP ID =>          (BLANK FOR ALL)

SEL  GROUP      ICOD          NARRATIVE          USERID      STATUS
-----
N200201  2002214  STATISTICAL SAMPLE INV 4QFY02          YTW5241      CP
N200301  2003034  2QFY03 SAMPLE INVENTORY          YTW5241      CP

ENTER 'A' FOR ADJUSTMENT DETAILS 'B' TO BROWSE RESULTS
      'C' TO CREATE LIKE (LOCAL) 'S' FOR LINE ITEM ACCURACY SUMMARY
---F1=MENU---F2=NEXT TRANS---F3=EXIT DSS---F10=HELP---F5=BOOKMARK---F15=MAIN---
                                THIS IS THE ONLY SCREEN
TRANS CONTINUES                                NEXT TRANS ==>

```

**DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)**

```

PS14      SITE: HETP      DISTRIBUTION STANDARD SYSTEM      WK: TP      PAGE 001
10:52:21      BROWSE COMPLETED SAMPLE INVENTORIES      22APR2003
-----
GROUP ID =>      (BLANK FOR ALL)

SEL  GROUP      ICOD      NARRATIVE      USERID      STATUS

      N200201      2002214      STATISTICAL SAMPLE INV 4QFY02      YTW5241      CP
S    N200301      2003034      2QFY03 SAMPLE INVENTORY      YTW5241      CP

ENTER 'A' FOR ADJUSTMENT DETAILS 'B' TO BROWSE RESULTS
      'C' TO CREATE LIKE (LOCAL) 'S' FOR LINE ITEM ACCURACY SUMMARY
---F1=MENU---F2=NEXT TRANS---F3=EXIT DSS---F10=HELP---F5=BOOKMARK---F15=MAIN---
      THIS IS THE ONLY SCREEN
TRANS CONTINUES      NEXT TRANS ==>

```

```

PS40      SITE: HETP      DISTRIBUTION STANDARD SYSTEM      WK: TP      PAGE 001
10:46:07      TPIC N/P VLIA SAMPLE SUMMARY      22APR2003
-----
GRP ID: N200301      DT RQSTD: 2003034      DT COMPL: 2003049      AGE: 15      WRHS: ALL
Conf Lvl: 95 %      Bnd Err: 4 %      Popln: 39324      Smpl: 487      $$$$: 35,513,262
LINES: 482      FORCE CLOSE: 5      CANCEL: 0      NO LOC: 0      PRIOR: 0

      Variable Line Item Accuracy
-Strata--      ----0 tlrnce----      ---5% tlrnce----      ---10% tlrnce---      ---VLIA----
ID  LINES      LNS      PCT      +/-      LNS      PCT      +/-      LNS      PCT      +/-      PCT      +/-
S01  146      138      94.52      3.5      140      95.89      3.1      140      95.89      3.1      94.52      3.5
S02  105      95      90.47      5.6      98      93.33      4.8      100      95.23      4.1      95.23      4.1
S03  128      123      96.09      3.3      125      97.65      2.4      125      97.65      2.4      97.65      2.4
S04  103      99      96.11      3.7      102      99.02      1.8      102      99.02      1.8      96.11      3.7
      TOTAL      455      94.39      3.0      465      96.47      .0      467      96.88      1.0

---F1=MENU---F2=NEXT TRANS---F3=EXIT DSS---F10=HELP---F5=BOOKMARK---F15=MAIN---
TRANS CONTINUES      NEXT TRANS ==>

```

**DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)**

SECTION N: ISSUE

The issue process begins when the contractor receives a MRO, DRO, RDO and any non-automated issue requirements such as those contained on a DD 1148 or DD 1149. The process ends when the product is shipped to the customer. The QAE has several options for monitoring the contractor's compliance with regards to APL compliance. DSS inquiry screens can be accessed to evaluate compliance to such things as warehouse fill rate, how many MROs have hit against a particular warehouse and how many of those MROs have been picked.

The following pages present various Issue related questions and then provides the steps on how to access the DSS Inquiry screens to answer those questions. However, in order to assure the Issue process is functioning in real time it is important that the QAE is present on the production floor monitoring the contractor's process. The QAE verifies the contractor's employees are checking count, condition, condition codes, and ship to information and so on. By continually monitoring the contractor's process the CGA can be assured of PWS compliance and customer satisfaction.

Canning

DDDC provides Canning of engines and aircraft parts and other specialized processes as part of the issue process. These Canning and specialized functions do not have APL standards assigned. However, the PWS enumerates specific requirements that must be met in connection with the Canning process. Monitoring and evaluation of the Canning process is accomplished through the same methods and techniques as outlined in the other warehousing data collection sections of this document. Some of the specific requirements the QAE may monitor are:

- Verify quality checks have been performed and documented including nitrogen pressure checks.
 - Monitor by visual observation.
 - Review of quality documentation records.
- Verify proper application or blocking and bracing.
 - Monitor by visual observation and inspection.
 - Comparison to SPI requirements.

Issue PWS Quality Standards

PWS Para	Activity	Standard/Performance Requirement	APL	Source	Surveillance Method
Tech Exhibit 5.1	Warehouse fill rate	The right quantity, condition and item is located to fill the MRO and CC	≥ 99.4% (100 minus the MIS Data Element 26330)	MRO per month.	Review of MIS data element 26330

**DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)**

PWS Para	Activity	Standard/Performance Requirement	APL	Source	Surveillance Method
Tech Exhibit 5.1	Issue Material	Material shipped is the correct item, quantity, and CC and shipped to the right customer	$\geq 99.2\%$ (100 minus the MIS Data Element 92300)	SDRs accepted as % of MROs & DROs shipped	Review of MIS data elements 92300, 21740, 22002

Issue PWS Timeliness Standards

PWS Para	Activity	Standard/Performance Requirement	APL	Source	Surveillance Method
Tech Exhibit 5.1	MRO High Priorities/ Routines/ Wholesale/ Retail	Receipt of MRO at Depot to ship in one day or less average	≤ 1 day average each month	High priority & Routine lines issued per month.	Review of MIS data element 21467 and 21475
Tech Exhibit 5.1	RCP Sales Customers	Receipt of MRO at Depot to ship in 4 days or less average	≤ 4.0 day average each month	Lines issued for RCP Sales Customers per month	Review of MIS element 22075 for routine RCP
Tech Exhibit 5.1	DRO	Receipt of DRO at Depot to ship in 21 days or less average	≤ 21 days average each month	DROs shipped per month	Review of MIS data element 22007
Tech Exhibit 5.1	Open release orders	All open/overage MROs/RDOs/DROs must be shipped within 30 days	99% shipped within 30 calendar days; 100% within 60 calendar days	Open MROs/RDOs/DROs per month	Review of DSS CA dispatch late line report #_R7CB
Tech Exhibit 5.1	SDR research and Resolution	All SDR research and response must be completed within calendar 30 days of receipt of the SDR	95% in 30 calendar days; 100% in 55 calendar days	Accepted SDRs received per month	Review DSS report #_NEED REPORT
Tech Exhibit 5.1	Local Delivery	Material close out of DSS to delivery of local customer in 24 hours or less	≤ 24 hours average each month	Lines for local delivery per month	Review of TIMS
Tech Exhibit 5.1	De-trash	From time of receipt of the MRO through completion of De-trash	95% ≤ 2 days or less 100% in 4 days	De-trash actions per month	Review DSS report

Cost data is reviewed monthly to determine that transportation expenses are not increasing faster than the rate of inflation. Current assumption is that the rate will not increase more than three percent per year.

PROCUREMENT SENSITIVE

DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)

The quality of the warehouse fill rate is monitored through a monthly review of the MIS Data Element 26330. This Data Element gives the percent of MRO not totally filled, thus the equation gives the reciprocal of the percentage from the report.

The quality of issue transactions is monitored by a monthly review of MIS Data Element 92300. The CGA will use the report to determine the number of complaints to the number of issues.

The CGA performs surveillance of MRO and DRO timeliness by a review of several MIS Data Elements. The monthly review is initiated with a review of MIS Data Elements 21467, 21475, and 22007. This effort will determine the contractor's compliance with the performance standards of the contract. The CGA reserves the right to review other MIS Data Elements regarding MRO and DRO timeliness at its discretion.

The Data Element for the timeliness of RCP sales customers has yet to be determined by DSS. The element will operate identically to the other data elements for timeliness of MRO or DRO. This data element will enable the CGA to monitor the daily performance and monthly average of RCP timeliness.

The CGA monitors open release orders through a monthly review of DSS Report SGT6-1 "Potential Late Lines or Super High Pri's Report" and a customized data query. The SGT6-1 report allows the CGA visibility of all shipments including FMS and transshipments. This report is examined for overall compliance with the performance standard. The CGA also performs a custom data query within DSS to isolate MRO, DRO, and RDO from the SGT6-1 report. The two reports combine to create a thorough examination of open or over aged issues.

The CGA monitors SDR research and resolution through a review of DSS Reports. There are various DSS reports that allow the CGA visibility of the start and end date of incoming SDR. Through several of these reports, the contractor's compliance with the performance standard can be properly measured.

Issue DSS Inquiries

All searches begin by accessing the DSS Lead Menu Screen shown below and entering the desired menu ID in the "Link To" space at the bottom right corner. Then by pressing the Enter key you will be taken to the desired menu.

DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)

LEAD Site: HWC1	DISTRIBUTION STANDARD SYSTEM	Work: C1	System: DDCT
11:23:18	DSS INCREMENT FY04.1 PRODUCTION REGION		07APR2004
01 TRANSPORTATION SERVIC	16 PROJ CONSOL & PACK	TP	TECH SUPPORT (PRINTER)
02 RECEIVING	17 DEMILITARIZATION	BB	FIND MENU PATH
03 WAREHOUSE OPERATIONS	18 BATCH REPORT SELECTOR		
04 PPC	19 HMIS INFORMATION		
05 TRANSPORTATION	20 TOTAL PACKAGING-TPF	CC	CCP GLOBALS
06 PACKING/CONSOLID	21 VIOLATIONS		
07 INVENTORY/ITEM DATA	22 SERIAL NO TRACK-SASP		
08 REWAREHOUSING	23 ALOC		
09 OUTLOADING	24 DLMS		
10 ISDR	25 ECS		
11 COSIS			
12 P&P	27 CUSTOMER INQUIRIES		
13 SET ASSEMBLY-DEPMEDS	28 PC9 OPTIONS		
14 SUPPORT			
15 INQUIRIES	30 QA/QC MANAGEMENT MENU		
----- WELCOME TO FY04.1 PRODUCTION REGION -----			
-----F1=PREVIOUS MENU---F3=EXIT DSS---F6=CHANGE SITE-----			
Link to =>			

Question: How many MROs hit against a specific warehouse? How many of these MROs have been picked?



DDDC

N3AJ	SITE: HETP	DISTRIBUTION STANDARD SYSTEM					WK: TP	PAGE 001	
16:27:00		CURRENT DAY PICK RESULTS						03APR2003	

MRHS LOC ==>	02	JULIAN-DT(OPTN) ==>				(FORMAT CCYYJJJ)			

CYCLE	01	02	03	04	05	06	07	08	
MISS IN PROG	0	0	0	0	0	0	0	0	0
MISS COMPL	112	59	0	0	0	0	0	0	0
REWAREH IN PROG	0	0	0	0	0	0	0	0	0
REWAREH COMPL	0	0	0	0	0	0	0	0	0
CYCLE	09	10	11	12	13	14	15	16	
MISS IN PROG	0	0	0	0	0	0	0	0	0
MISS COMPL	0	0	0	0	0	0	0	0	0
REWAREH IN PROG	0	0	0	0	0	0	0	0	0
REWAREH COMPL	0	0	0	0	0	0	0	0	0
EMERGENCY PICKS	0	WIP COMP	0	INV	27	COSIS	92	LOC SURV	615
		WIP OPEN	21						
-----F1-MENU-----F2-NEXT TRANS-----F3-EXIT DSS-----F5-BOOKMARK-----F7/8-PAGE B/F-----									
THIS IS THE FIRST PAGE									
TRANS CONTINUES					NEXT TRANS==>				

Answer: From DSS Lead Menu screen enter menu ID “N3AJ” on the ”Link To” space at the bottom right of the screen and hit enter. The next screen you will see is the one below. Enter at the first two digits of the warehouse (up to six digits) and hit enter. You will see the second screen.

N3AJ	SITE: HETP		DISTRIBUTION STANDARD SYSTEM				WK: TP	PAGE 001	
16:24:22	CURRENT DAY PICK RESULTS				03APR2003				

MRHS LOC ==>		JULIAN-DT(OPTN) ==>				(FORMAT CCYYJJJ)			

	CYCLE	01	02	03	04	05	06	07	08
MISS IN PROG									
MISS COMPL									
REWAREH IN PROG									
REWAREH COMPL									
	CYCLE	09	10	11	12	13	14	15	16
MISS IN PROG									
MISS COMPL									
REWAREH IN PROG									
REWAREH COMPL									
EMERGENCY PICKS		WIP COMP		INV		COSIS		LOC SURV	
		WIP OPEN							
----F1-MENU----F2-NEXT TRANS----F3-EXIT DSS----F5-BOOKMARK----F7/8-PAGE B/F----									
NEXT TRANS==>									

Question: Where can I find detailed information about an MRO?

DDDC

RL1R	SITE: HETP	DISTRIBUTION STANDARD SYSTEM	WK: TP	PAGE 001
16:36:06		MRO ALLOCATED RECORD INQUIRY		03APR2003

ADD ORD NO =>				

DOC ID ==>	RIC TO ==>	MED STA ==>		
STK NO ==>	UI ==>	MRO QTY ==>		
DOC NO ==>	SUFFIX CODE ==>			
SUP ADD ==>	SIGNAL CODE ==>	FUND CODE ==>		
DISTR CD ==>	PROJECT CODE ==>	IPD ==>		
RDD ==>	ADVISE CODE ==>	RIC FROM ==>		
OP CODE ==>	COND CODE ==>	MGT CODE ==>		
DEL/ORD CD>	UNIT PRICE ==>	TYPE C60 CD >		

DT MRO RCVD ==>	FUNC FLAG ==>	IPG ==>		
DD RLS DT ==>	SHIP U NO ==>	POE ==>		
MRO DOC DT ==>	TCN ==>	POD ==>		
STOR TARG DT ==>	INTERIOR TCN ==>	APOE ==>		
MRO SOURCE IND=>	CONSIGNEE ADDR >	APOD ==>		
SHIP TO DODAAC >	CRP BBP DODAAC >	DMISA IND =>		
MRK FOR DODAAC >	ORIG CRP BBP ==>	WORK SITE CD >		
-F1=MENU--F2=NXT TRANS--F3=EXIT--F5=BOOKMRK--F7/8=PAGE F/B--F4/6=ADD NEXT/PREV-				
NEXT TRANS==>				

Answer: From DSS Lead Menu screen enter menu ID “RL1R” on the ”Link To” space at the bottom right of the screen and hit enter. The next screen you will see is the one below. Enter the document number and hit enter. You will see the second screen below.

Question: What is the status of an MRO?

RL1R	SITE: HETP	DISTRIBUTION STANDARD SYSTEM	WK: TP	PAGE 001
16:34:54		MRO ALLOCATED RECORD INQUIRY		03APR2003

ADD ORD NO => FB466121229400 X00				

DOC ID ==> A5A	RIC TO ==> BY6	MED STA ==> S		
STK NO ==> 5895011418095	UI ==> EA	MRO QTY ==> 1		
DOC NO ==> FB466121229400	SUFFIX CODE ==>			
SUP ADD ==> FB4460	SIGNAL CODE ==> M	FUND CODE ==> 64		
DISTR CD ==> 01	PROJECT CODE ==>	IPD ==> 09		
RDD ==> 000	ADVISE CODE ==>	RIC FROM ==> FGZ		
OP CODE ==> A	COND CODE ==> A	MGT CODE ==>		
DEL/ORD CD>	UNIT PRICE ==> 339200.00	TYPE C60 CD > Z		

DT MRO RCVD ==> 2003093	FUNC FLAG ==> MIS	IPG ==> 3		
DD RLS DT ==> 2003093	SHIP U NO ==> FB4661093X2B5DD	POE ==>		
MRO DOC DT ==> 2003093	TCN ==>	POD ==>		
STOR TARG DT ==> 2003101	INTERIOR TCN ==> FB466121229400XXX	APOE ==>		
MRO SOURCE IND=> M	CONSIGNEE ADDR > FB4460	APOD ==>		
SHIP TO DODAAC > FB4460	CRP BBP DODAAC > FB4460	DMISA IND => N		
MRK FOR DODAAC > FB4460	ORIG CRP BBP ==> FB4460	WORK SITE CD > TP		
-F1=MENU--F2=NXT TRANS--F3=EXIT--F5=BOOKMRK--F7/8=PAGE F/B--F4/6=ADD NEXT/PREV-				
THIS IS THE LAST ADD-ORD-NO				
TRANS CONTINUES				
NEXT TRANS==>				

**DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)**

Answer: If you have the MRO control number your can enter "GI7A" at the "Link To" space at the bottom right of the screen from the Lead Menu and hit enter. The next screen you will see is the one below. Enter the MRO control number and hit enter. You will see the second screen below.

C8A6	SITE: HETP	DISTRIBUTION STANDARD SYSTEM	WK: TP	PAGE 001
16:50:37		DAILY DENIAL PENDING STATISTICS		03APR2003
OWNER RIC =====>				
IPD =====>				
PROJ-CD =====>				
RDD =====>				
AGE =====>				
<div style="display: flex; justify-content: space-around; margin-top: 20px;"> <div>NSN/CONDITION CODE ON HAND</div> <div>MROS ON HAND</div> </div>				
----F1=MENU----F2=NEXT TRANS---F3=EXIT DSS-----F5=BOOKMARK---F10=HELP---				
NEXT TRANS==>				

Question: How many MROs are potential denials?

Answer: From DSS Lead Menu screen enter menu ID "C8A6" on the "Link To" space at the bottom right of the screen and hit enter. The next screen you will see is the first screen below. Hit enter and you will see the second screen below, hit enter again and you will see the potential denials, on the third screen below.

C8A6	SITE: HETP	DISTRIBUTION STANDARD SYSTEM	WK: TP	PAGE 001
16:50:57		DAILY DENIAL PENDING STATISTICS		03APR2003
OWNER RIC =====>				
IPD =====>				
PROJ-CD =====>				
RDD =====>				
AGE =====>				
<div style="display: flex; justify-content: space-around; margin-top: 20px;"> <div>NSN/CONDITION CODE ON HAND</div> <div>MROS ON HAND</div> </div> <div style="display: flex; justify-content: space-around; margin-top: 20px;"> <div>0001</div> <div>000001</div> </div>				
----F1=MENU----F2=NEXT TRANS---F3=EXIT DSS-----F5=BOOKMARK---F10=HELP---				
PROVIDE DETAIL DATA (Y) => Y				
----F1=MENU----F2=NEXT TRANS---F3=EXIT DSS-----F5=BOOKMARK---F10=HELP---				
TRANS CONTINUES				
NEXT TRANS==>				

DDDC

C8A61	SITE: HETP	DISTRIBUTION STANDARD SYSTEM						WK: TP	PAGE 001				
16:51:50		DAILY DENIAL PENDING STATISTICS (MRD DETAIL)							03APR2003				

STK-NO	COND-CD												
ADD ORD NO			TY	DOC	PRJ	STOR	IPG	IPD	QTY	RIC	RDD	AGE	
				ID	CD	TARG				FRM			
5331005793163	A												
SC4402309200C6	X00	MR	A5J			2003114	3	15	3	S9W			0
QTY REQUIRED:									3				
F1=MENU--F2=NEXT TRANS--F3=EXIT DSS--F5=BOOKMARK--F7/8=F/B--F4=RETURN--F10=HELP													
THIS IS THE ONLY SCREEN													
TRANS CONTINUES													
NEXT TRANS==>													

Packing Inquiries

Question: How many MROs is pending pack? How many MROs have been packed?

Answer: To run an on screen inquiry to answer this question you must know the pack area four-digit code and pack lane four-digit code. These codes can be obtained by running a batch report in DSS, refer back to the training module on DSS REPORTS for details. Once you know the pack area and lane information you can go to menu ID "RK3E" from the DSS Lead Menu. The first menu you will see is the first screen below. Enter the pack area four-digit code next to the "Pack Area" space and hit enter. It will display the count for the MROs pending pack and the total number of lines packed for that pack area, see the second screen below. You can also enter the pack area and specific pack lane. This will display the number of pending packs and completed packs for that specific pack area and lane, see the bottom screen below.

DDDC

RK3E	SITE: HETP	DISTRIBUTION STANDARD SYSTEM	WK: TP	PAGE 001
09:38:47		PACK AREA INQUIRY		22APR2003

PACK AREA KEY =====> _____	PACK LANE KEY =====> _____
----------------------------	----------------------------

PACK LANE STATUS ==>	DISC PICK CNT =====>
PACK LANE PRIORITY =>	
LINES PACKED =====>	CARTON PACKED =====>
LAST UPDATE BY:	CONT ITEM CNT =====>
DATE:	

-----F1=MENU-----F2=NEXT TRANS-----F3=EXIT DSS-----F5=BOOKMARK-----

NEXT TRANS==> _____

RK3E	SITE: HETP	DISTRIBUTION STANDARD SYSTEM	WK: TP	PAGE 001
09:40:08		PACK AREA INQUIRY		22APR2003

PACK AREA KEY =====> <u>B162</u>	PACK LANE KEY =====> <u>★</u>
----------------------------------	-------------------------------

PACK LANE STATUS ==>	DISC PICK CNT =====> 201
PACK LANE PRIORITY =>	
LINES PACKED =====> 9	CARTON PACKED =====> 9
LAST UPDATE BY:	CONT ITEM CNT =====> 0
DATE:	

-----F1=MENU-----F2=NEXT TRANS-----F3=EXIT DSS-----F5=BOOKMARK-----

TRANS CONTINUES NEXT TRANS==> _____

DDDC
TECHNICAL LIBRARY

RK3E	SITE: HETP	DISTRIBUTION STANDARD SYSTEM	WK: TP	PAGE 001
09:42:33	PACK AREA INQUIRY			22APR2003

PACK AREA KEY =====> B162		PACK LANE KEY =====> B001		
=====				
PACK LANE STATUS ==> B		DISC PICK CNT =====> 115		
PACK LANE PRIORITY => C				
LINES PACKED =====> 6		CARTON PACKED =====> 6		
LAST UPDATE BY: YTP9160		CONT ITEM CNT =====> 0		
DATE: 2003086				
-----F1=MENU-----F2=NEXT TRANS-----F3=EXIT DSS-----F5=BOOKMARK-----				
TRANS CONTINUES		NEXT TRANS==> ____		

SECTION O: PACKAGING

As required under DLAI 4145.4, Stock Readiness, and as needed to issue mission stock, the contractor shall perform all packaging on material received, stored or issued. Packaging is comprised of the following:

- 2 Preservation: The application and use of adequate protective measures to prevent deterioration from environmental or chemical hazards and may include a variety of measures such as cleaning and drying methods, preservatives and wrapping for protection.
- 3 Packaging: The application and use of adequate protective measures to prevent damage during transportation and storage, including application of package wraps and cushioning.
- 4 Packing: The final placement of items or packages in exterior containers or other media, including all necessary blocking, bracing, cushioning, weatherproofing, and exterior strapping.

Marking: The application and use of complete identification, markings, and labels as required during packaging and packing.

The QAE monitors the contractor's packaging activities through visual inspection to assure compliance to the requirements of applicable standards and regulations. Also, DSS inquiry screens are reviewed to ascertain contractor overall compliance to packaging APLs.

PROCUREMENT SENSITIVE

**DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)**

De-canning

Is a specialized function of the packaging operation by which the contractor may be required to remove the asset from the LLRC in which it is received then properly securing the asset to a stand or cart. Some, but not all of the requirements for De-canning that the QAE monitors and verifies are:

- Proper documentation is attached to the asset after removal from the LLRC.
 - Monitor by visual observation.
- The asset is delivered to the designated repair shop.
 - Monitor by visual observation.
- LLRCs are cleaned and returned to the CRRC.

Quality

PWS Para	Activity	Standard/Performance Requirement	APL	Source	Surveillance Method
Tech Exhibit 5.1	Packaging for all Material	Packaged per customer specifications and/or applicable regulations	99%	All packaging actions and customer requests	Visual Inspection and review of User Complaints
Tech Exhibit 5.1	Packaging for NADEP Maintenance Returns	Time of physical receipt through completion of packaging	95% ≤ 1 day or less 100% in 2 days	Packaging Actions received in a month	Review of DSS/MIS Reports

Packaging General DSS Inquiries

Question: How do I get a quick snapshot of all pending workload?

Answer: From DSS Lead Menu screen enter menu ID “SRF5” on the “Link To” space at the bottom right of the screen and hit enter. The Next screen you will see is the one below.

DDDC

SRF5	SITE: HETP	DISTRIBUTION STANDARD SYSTEM	WK: TP	PAGE 001
16:25:50		WORKLOAD INQUIRY		02APR2003

WRHS	WRHS LOC==>		INV	LOC
AISLE	EMERG HIPRI ROUT REWHSE DRD STOWS COSIS		CNTS	SURV
TOTALS	1	3	138	167 62 615
0	1	1	134	162 46 615
1		2	2	3 16
5			2	2

----F1=MENU---F3=EXIT DSS--F5=BOOKMARK---F7=PG BACK---F8=PG FWD---F10=HELP-----				
THIS IS THE ONLY SCREEN				
TRANS CONTINUES		NEXT TRANS==>		

Question: How do I find information about an NSN and its storage locations?

Answer: From DSS Lead Menu screen enter menu ID "AI1C" on the "Link To" space at the bottom right of the screen and hit enter. The next screen you will see is the first screen below. Enter the NIIN and hit enter. You will see the second screen below. You can hit "F6" for list of location by condition code and tab to the location and hit enter to reveal details about the specific location, see the third and fourth screens below.

AI1C	SITE: HETP	DISTRIBUTION STANDARD SYSTEM	WK: TP	PAGE 001
15:32:24		QBL DISPLAY		03APR2003

FSC	NIIN	COND CD	MGR	
		UI	UM	DETAIL RECORDS FOUND
UNIT WT		UNIT PRICE		AVAILABLE
UNIT CUBE		UNIT PACK QTY		ALLOCATED
UNIT LENGTH		MAX PICK QTY		PICK IN PROGRESS
UNIT WIDTH		MAX CONVEY QTY		DUE IN RCVG
UNIT HEIGHT		U/MEASURE QTY		DUE IN RWHS
				DUE OUT RWHS
TYPE CARGO	MAJ ITEM	LOC ACT		
SPEC HNDL	SPEC EQUIP	LOT NO RQRD		
CIIC	INSP RQRD	STK ITEM		
SCIC	INSP FREQ	PRECIOUS METAL		
HMIC	ACCEL INSP	ACQ ADVICE		
SHELF LIFE	SER NO RQRD	WATER CMDTY	QBS	
DEMIL	LCL RTG	AIR CMDTY	QBG	
CRITICALITY	TRANSHIP	UIT PGM		CREATED
			SRC	FURN/SVC
POINTERS TO: OLD NSN		NEW NSN		
F1=MENU F2=NXT F3=EXIT		F5=BKMK		
TRANS CONTINUES		BOOKMARK IN PROGRESS NEXT TRANS==>		

DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)

AI1C	SITE: HETP	DISTRIBUTION STANDARD SYSTEM	WK: TP	PAGE 1
15:34:57		QBL DISPLAY		03APR2003

FSC 5826	NIIN 010202258	COND CD	MGR B16	
	RECEIVER,RADIO	UI EA UM EA	7	DETAIL RECORDS FOUND
UNIT WT	9.5000	UNIT PRICE	13008.00	AVAILABLE 173
UNIT CUBE	0.291666	UNIT PACK QTY	1	ALLOCATED 0
UNIT LENGTH	8.000	MAX PICK QTY	0	PICK IN PROGRESS 0
UNIT WIDTH	14.000	MAX CONVEY QTY	0	DUE IN RCVG 0
UNIT HEIGHT	4.500	U/MEASURE QTY	1.0000	DUE IN RWHS 0
ESTIMATED				DUE OUT RWHS 0
TYPE CARGO	Z	MAJ ITEM	LOC ACT	D
SPEC HNDL	9	SPEC EQUIP	N	LOT NO RQRD
CIIC	7	INSP RQRD	STK ITEM	A
SCIC	0	INSP FREQ	PRECIOUS METAL	A
HMIC	N	ACCEL INSP	ACQ ADVICE	B
SHELF LIFE	0	SER NO RQRD	N	WATER CMDTY 65A QBS 2003044 SMC4
DEMIL	C	LCL RTG	M	AIR CMDTY H Z QBG 2002274 R7BT
CRITICALITY	TRANSHIP	UIT PGM		CREATED
				SRC FURN/SVC D A
POINTERS TO: OLD NSN NEW NSN				
F1=MENU F2=NXT F3=EXIT F4=SVC F5=BKMK F6=SELECTION F9=DETAIL F11=OWNER				
TRANS CONTINUES BOOKMARK IN PROGRESS NEXT TRANS==>				

A104	SITE: HETP	DISTRIBUTION STANDARD SYSTEM	WK: TP	PAGE 001
11:24:07		QBL DETAIL DISPLAY		22APR2003

STK NO	COND	LOCATION	UI	TSC FRZN P&P WK SITE
5826 010202258	A	02130123A	EA	A70 N TP

RECEIVER,RADIO	TCC	MSDS#/CD	HCC N1 - NOT REGULATED AS HAZAR	
EXP DT 000000		REPLN PT	0	
MFG DT 000000		REPLN RQST N		
LOT#		REPLN OVR N		
LDC		INV +/-	0	
CAGE		LOC SEQ CD H		
AVAIL BAL	11	DUE IN RCVG	0	CREATED 17APR2003
PICKS IN PROG	0	DUE IN RWHS	0	LAST ACTV 22APR2003
QTY IN LOC	11	DUE OUT RWHS	0	VISUAL INSP 22APR2003
MAX STOR QTY	0	ALLOCATED	0	LAST INSP 13MAR2002
----- F1=MENU -- F2=NEXT TRANS -- F3=EXIT DSS -- F4=QBL -- F5=BOOKMARK -----				
----- F6=SELECTION -- F7/8=PAGE B/F -- F11=OWNER -----				
MORE SCREENS AVAILABLE FORWARD NONE BACK				
TRANS CONTINUES				NEXT TRANS==> _

PROCUREMENT SENSITIVE

**DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)**

A103	SITE: HETP	DISTRIBUTION STANDARD SYSTEM	WK: TP	PAGE 001
11:23:14		QBL DETAIL SELECTION		22APR2003

NIIN	COND	LOC	UI	
5826 010202258	-		EA	
RECEIVER,RADIO				

SEL	CC	LOCATION	TSC	AVAIL BAL QTY IN LOC INV +/- FRZN LAST ACTV
-	A	02130123A	A70	11 11 0 22APR2003
-	A	123SET003	A70	15 15 0 18APR2003
-	A	162MPC9N15MP-40F	989	8 8 0 05MAR2003
-	A	162MPTNX1K53-22F	989	10 10 0 01APR2003
-	A	162MP8RXM67X-7B	989	10 10 0 18MAR2003
-	D	08153114C	A70	6 6 0 16NOV2001
-	F	07120619A	A70	122 122 0 03APR2003
-	H	07132712A	A70	3 3 0 18JAN2002
--F1=MENU--F2=NEXT TRNS--F3=EXIT-- F4=QBL --F5=BKMRK--F7/8=PAGE B/F-- F11=OWNER				
THIS IS THE ONLY SCREEN				
TRANS CONTINUES		NEXT TRANS==> __		

Question: How do I determine who posted and stowed a receipt or track a receipt from beginning to end?

Answer: From DSS Lead Menu screen enter menu ID "BN4L" on the "Link To" space at the bottom right of the screen and hit enter. The next screen you will see is the first screen below. Enter the control number or document/transportation control number and hit enter. You see the second screen, tab to the first line and enter an "X" and hit enter. You will then see the screen below, hit "F8" to see the next transactions screens 4 & 5 below. These screens will tell you who completed each transaction and when it was completed.

**DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)**

DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)

[illegible]

```

BN4L          SITE: HETP      DISTRIBUTION STANDARD SYSTEM      WK: TP      PAGE 001
15:49:05      MATERIEL TRACKING INQUIRY                        03APR2003
-----
CONTROL NUMBER ==> 15FXCKR    DOC/TCN==>>                     DATE/TIME=> N
                                                                LOC/DEST => N
-----
SEL   DOC/TCN              CON NO   TY STA   STA DT   STA TI   PAR CCN   TRNS  PR06  SITE WS
FD206030777816          15FXCKR   16 V11   2003090  102555  Z3J08WV  RI05  RI10  HETP  TP
FD206030777816          15FXCKR   16 V11   2003090  102617  Z3J08WV  RI05  RI78  HETP  TP
FD206030777816          15FXCKR   16 S11   2003091  102853  Z3J08WV  Q17J  A17Y  HETP  TP

-----F1=MENU----F2=NEXT TRANS----F3=EXIT DSS----F5=BOOKMARK----F7/8=PAGE B/F----
                                THIS IS THE ONLY SCREEN
TRANS CONTINUES                                NEXT TRANS==>

```

PROCUREMENT SENSITIVE

DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)

```

BN4L1      SITE: HETP      DISTRIBUTION STANDARD SYSTEM      WK: TP      PAGE 001
15:51:58      MATERIEL TRACKING INQUIRY      03APR2003
-----
CONTROL NUMBER    ==> 15FXCKR      TRANS ID ==>>>>>> RI05
CONTROL NO TYPE CD => 16      PROGRAM ID ==>>>> RI10
ADD ORD NO ==>>>>>> FD206030777816      NETNAME ==>>>>>> TZQC2254
STATUS CODE ==>>>>>> V11      DATE CLOSED ==>>>>
STATUS DATE ==>>>>>> 31 MAR 2003
STATUS TIME ==>>>>>> 102555
USER ID ==>>>>>>> YTP2294
PARENT CCN ==>>>>>>> Z3J08MV
STATION ID ==>>>>>>> 0204
CANCEL CODE ==>>>>>>>
CONVEYANCE ID ==>>>>>>>
2ND CONVEYANCE ID ==>>>>>>>
ORIG CON NO ==>>>>>>>
SITE ID      ==>>>>>>> HETP
WORK SITE CD ==>>>>>>> TP
MATERIEL LOC ==>>>>>>> RIDR
MATERIEL DEST ==>>>>>>> RECEIVING

--F1=MENU--F2=NEXT TRANS--F3=EXIT D55--F5=BOOKMARK--PF6=SELECT--F7/8=PAGE B/F--

TRANS CONTINUES      NEXT TRANS==>

```

```

BN4L1      SITE: HETP      DISTRIBUTION STANDARD SYSTEM      WK: TP      PAGE 001
15:55:22      MATERIEL TRACKING INQUIRY      03APR2003
-----
CONTROL NUMBER    ==> 15FXCKR      TRANS ID ==>>>>>> RI05
CONTROL NO TYPE CD => 16      PROGRAM ID ==>>>> RI78
ADD ORD NO ==>>>>>> FD206030777816      NETNAME ==>>>>>> TZQC2254
STATUS CODE ==>>>>>> V11      DATE CLOSED ==>>>>
STATUS DATE ==>>>>>> 31 MAR 2003
STATUS TIME ==>>>>>> 102617
USER ID ==>>>>>>> YTP2294
PARENT CCN ==>>>>>>> Z3J08MV
STATION ID ==>>>>>>> 0204
CANCEL CODE ==>>>>>>>
CONVEYANCE ID ==>>>>>>> 15FXCKR
2ND CONVEYANCE ID ==>>>>>>>
ORIG CON NO ==>>>>>>>
SITE ID      ==>>>>>>> HETP
WORK SITE CD ==>>>>>>> TP
MATERIEL LOC ==>>>>>>> LOC ASSIGNED
MATERIEL DEST ==>>>>>>> 01B4TYAD16B

--F1=MENU--F2=NEXT TRANS--F3=EXIT D55--F5=BOOKMARK--PF6=SELECT--F7/8=PAGE B/F--

TRANS CONTINUES      NEXT TRANS==>

```

**DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)**

BN4L1	SITE: HETP	DISTRIBUTION STANDARD SYSTEM	WK: TP	PAGE 001
15:56:16		MATERIEL TRACKING INQUIRY		03APR2003
CONTROL NUMBER	==> 15FXCKR	TRANS ID	=====> Q17J	
CONTROL NO TYPE CD	=> 16	PROGRAM ID	=====> A17Y	
AOD ORD NO	=====> FD206030777816	NETNAME	=====> TZQC2220	
STATUS CODE	=====> S11	DATE CLOSED	=====>	
STATUS DATE	=====> 01 APR 2003			
STATUS TIME	=====> 102853			
USER ID	=====> YTP3556			
PARENT CCN	=====> Z3J08WV			
STATION ID	=====> 0206			
CANCEL CODE	=====>			
CONVEYANCE ID	=====> 15FXCKR			
2ND CONVEYANCE ID	==>			
ORIG CON NO	=====>			
SITE ID	=====> HETP			
WORK SITE CD	=====> TP			
MATERIEL LOC	=====> STOWED			
MATERIEL DEST	=====> 01B4TYAD16B			
--F1=MENU--F2=NEXT TRANS--F3=EXIT DSS--F5=BOOKMARK--PF6=SELECT--F7/8=PAGE B/F--				
TRANS CONTINUES		NEXT TRANS==>		

Question: How do I determine who picked and packed an MRO or track an MRO from beginning to end?

Answer: Follow the same procedure stated above.

Question: Where do I go for the definition of the different DSS status codes?

Answer: From DSS Lead Menu screen enter menu ID "C8ZI" on the "Link To" space at the bottom right of the screen and hit enter. The next screen you will see is the one below. Page down (hit "F8") and continue to page down to see all status codes or enter a status code (example "P21") for a specific definition, see the second screen below.

DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)

```
C8ZI      SITE: HETP      DISTRIBUTION STANDARD SYSTEM      WK: TP      PAGE 001
16:04:41      MATERIAL STATUS CODES INQUIRY      03APR2003
-----
STATUS CODE ==>
-----
STA
CD  CODE DESCRIPTION                                USERID      DT LST UPD

A   MRO WITH MISSING ADDRESS DATA

A31 RECORD STORAGE IN OUTLOADING

B   MRO RELEASED FROM WORKLOAD BANK

C   MRO WITH MISSING CRIF DATA

CAN CANCEL CLOSED PACK

-----F1=MENU-----F2=NEXT TRANS-----F3=EXIT DSS-----F5=BOOKMARK-----F7/8=PAGE B/F-----
                                THIS IS THE FIRST PAGE
TRANS CONTINUES                                NEXT TRANS==>
```

PROCUREMENT SENSITIVE

DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)

SIAF	SITE: HETP	DISTRIBUTION STANDARD SYSTEM	WK: TP	PAGE 001
16:11:12		Menu Entry Locator		03APR2003

Show me the way to =>

-----F7=Page BWD---F8=Page FWD-----

NEXT TRANS =>

SIAF	SITE: HETP	DISTRIBUTION STANDARD SYSTEM	WK: TP	PAGE 001
16:17:06		Menu Entry Locator		03APR2003

Show me the way to => **BN4L**

PATH 1 --> LEAD-07 TDP0-90 TDP9-9F

PATH 2 --> LEAD-02 TDA0-60 TDAU-6J

PATH 3 --> LEAD-06 TDB0-30 TDB3-32

PATH 4 --> LEAD-08 TDD0-40 TDD4-43

PATH 5 --> LEAD-05 TD10-E0 TD16-E5

PATH 6 --> LEAD-12 TDL0-20 TDL2-22

PATH 7 --> LEAD-11 TDK0-80 TDK8-82

PATH 8 --> LEAD-03 TDQ0-60 TDQ6-6C

PATH 9 --> LEAD-27 TD20-12

-----F7=Page BWD---F8=Page FWD-----

DISPLAYING PAGE 1 OF 1

TRANS CONTINUES

NEXT TRANS =>

SECTION P: SPECIAL FUNCTIONS

Mobile Crane and Rigging Support

PROCUREMENT SENSITIVE

**DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)**

No APLs are listed for Mobile Crane and Rigging Support; however the PWS mentions several requirements that are key indicators as to the ability of the contractor to successfully perform this function. Some of the requirements the QAE can monitor in relation to Mobile Crane and Rigging Support are:

- Materiel not dropped or damaged during loading or offloading.
 - Monitor by visual observation and review of SDRs.
- Truck release within 2 hours of arrival.
 - Monitor by Review of demurrage charges and visual observation.
- Barge release from Nave boat dock within 48 hours after loading or offloading.
 - Monitor by Review of demurrage charges and visual observation.
- Item specific technical manuals are furnished to ensure proper blocking and bracing
 - Monitor by visual observation.
- Verify the customer inspects and load test all rigging equipment.
 - Monitor by review of contractor's inspection and test documentation.

Ordnance Support

The contractor performs packaging and transportation support for ordnance at DDDC. No APLs are listed in the PWS for this activity. PWS contractor requirements that are monitored by the CGA as it applies to ordnance support are:

- Packaging and marking of ordnance is processed as transshipments in DSS.
 - Monitor by review of DSS
- Verify that contractor personnel performing blocking and bracing of ordnance are trained and certified.
 - Monitor by review of training and certification records.
- Verify drivers have been formally trained.
 - Monitor by review of training records.
- Verify ordnance forms and records are completed and maintained.
 - Monitor by audit of contractor completed ordnance forms and records.

Asset Screening Program for Naval Aviation Depot (NADEP) San Diego

The Contractor performs intra depot transportation, loading and off-loading, inspection, screening, packaging, re-containerizing, labeling and marking of pressurized metal containerized assets as part of an "Asset Screening" program (see C-5.7). In addition the contractor updates DSS and submits a monthly report of the assets screened.

Evaluation of the contractor is accomplished by monitoring the APLs associated with the Asset Screening Program and other PWS requirements. APLs for the Asset Screening Program are the same as those for returned receipts listed below.

Asset Screening Timeliness APLs

PROCUREMENT SENSITIVE

**DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)**

PWS Para	Activity	Standard/Performance Requirement	APL	Source	Surveillance Method
Tech. Exhibit 5.1	Receipt Processing – New Procurement & Retail Returns	Tailgate/turn-in to stow and post to accountable record in one day or less average	≤1 day Average ea. month	New Procurement & Retail Returns received per month	Random Visual Inspection Monthly examination of MIS data element 10117
Tech. Exhibit 5.1	Receipt Processing: Unserviceable returns	Tailgate/turn-in to stow and post to accountable record in three days or less average	≤ 3 days average ea. month	Unserviceable return receipts processed per month.	Random Visual Inspection Monthly examination of MIS data element 10317
Tech. Exhibit 5.1	Receipt Processing: Wholesale Serviceable returns and Redistribution	Tailgate/turn-in to stow and post to accountable record in three days or less average	≤ 3 days average ea. month	Serviceable return receipts processed per month.	Random Visual Inspection Monthly examination of MIS Data Element 10817 and 11317

Some but not all of the PWS contractor requirements for Asset Screening that may be monitored by the CGA are:

- LLRC are opened and the contents are screened and identified; monitor by:
 - Visual observation.
 - Review of monthly Asset Screening Report.
 - Review of documentation attached to the asset.
- Refurbishment of the LLRC
 - Visual observation of the LLRC
- Application of preservation materials such as desiccants, pressurized nitrogen and humidity indicators; monitor by:
 - Visual observation
- Inventory accuracy of asset screening inventory locations; monitor by:
 - Conduct inventory location audits.
- Application of markings, labels and tracking devices; monitor by:
 - Visual observation
- Verification of data and timely submission of monthly Asset Screening Report; monitor by:
 - Audit of Asset Screening Report historical file.
 - Audit of data on current Asset Screening Report.

Requested Container Fabrication

The contractor receives requests from customers to build or obtain special containers. The containers are fabricated IAW customer specifications then delivered to the customer. No APLs are associated with the Requested Container Fabrication function. However, some of the

PROCUREMENT SENSITIVE

DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)

requirements the QAE may monitor to assure customer satisfaction and compliance to the customer's request for containers are:

- Verification that containers are built to the customer's specifications; monitor by
 - Review of the contractor's quality check documentation.
 - Inspection, measurement and comparison of the completed containers against the customer's specifications.
- Verification that the requested quantity of containers are delivered on time; monitor by:
 - Review of DSS Issue data.
 - Customer survey.
 - Direct contact with the customer.

SECTION Q: QUALITY and AUDITS of NON-APL REQUIREMENTS

At the beginning of this chapter on Quality and Audits it is important to have an understanding of a few terms used in the Quality Field. Therefore, below are five terms with their definitions taken from J. M. Juran's Quality Control Handbook. These five functions are the foundation of the responsibilities of the QAE in assuring to the CGA that the contractor is in compliance with PWS APLs and requirements.

Process Quality Audit: An analysis of elements of a process and appraisal of completeness, correctness of conditions, and probable effectiveness.

Product Quality Audit: A quantitative assessment of conformance to required product characteristics.

Quality Audit: A systematic and independent examination and evaluation to determine whether quality activities and results comply with planned arrangements and whether these arrangements are implemented effectively and are suitable to achieve objectives.

Quality System Audit: A documented activity performed to verify, by examination and evaluation of objective evidence, that applicable elements of the quality system are suitable and have been developed, documented, and effectively implemented in accordance with specified requirements.

Quality Surveillance: The continuing monitoring and verification of the status of procedures, methods, conditions, products, processes, and services, and analysis of records in relation to stated references to ensure that requirements for quality are being met.

The value and importance of assuring Acceptable Performance Levels (APL) as outlined in the PWS to the CGA can not be over stated. The vast majority of APL criteria are founded in timeliness. However, in evaluating contractor performance other criteria are important in assuring quality of performance and achievement of PWS intent and goals.

Coupled with timeliness measures is:

PROCUREMENT SENSITIVE

DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)

- Product Quality
- Adherence to Policies and Procedures (administrative and process).
- Security
- Safety
- Training
- Records and documents maintenance and accessibility.
- Maintenance of government furnished equipment.
- Financial
- Customer Satisfaction

All of these and other areas not listed have a bearing on achievement of PWS requirements and customer satisfaction. It is the QAE's responsibility to monitor these areas in order to assure the CGA of contractor compliance to PWS requirements. To effectively monitor these activities the QAE must physically be in the process areas in order to:

- Conduct audits of product quality.
- Monitor compliance to policies and procedures by observation of employees in the performance of their tasks.
- Evaluate compliance to the contractor's QC/CSP.
- Audit documentation of process inspections, maintenance records, security logs and training records. Monitor record and documentation currently in use at the point of task completion and those archived for historical records retention.

The following pages will discuss various areas and functions that can be audited for compliance to PWS requirements. To assist in the audit process sample QAE Checklists for each of the topics discussed below are provided in Section U of this QASP. The checklists are starting points for the audit to which other criteria can be added. The checklists are to be adaptable to individual situations and circumstances.

We are discussing requirements that do not have an APL attached to them. So the task of determining the acceptance or reject limits can be a little tricky. Based on the lot size, the respective sample size for normal inspection is determined by reference to the Random Sampling Scheme for Alternative Lot Sizes. The next step is to determine what the accept/reject values are. As a general rule defects are divided into three classifications categorized as Minor, Major, and Critical. These headings can also be divided into sub categories. For our purposes we will stay with the main classification categories. The definitions of these classifications are:

Critical Defect: A defect that judgment and experience indicate is likely to result in hazardous or unsafe conditions for individuals using or maintaining the product. Or a defect that is likely to prevent performance of the tactical function of a major end item such as a ship, aircraft, tank, missile and et cetera.

Major Defect: A defect other than critical that is likely to result in failure or to reduce materially the usability of the unit of product for its intended purpose.

PROCUREMENT SENSITIVE

DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)

Minor Defect: A defect that is not likely to reduce materially the usability of the unit of product for its intended purpose. Or the minor defect is a departure from established standards having little bearing on the effective use or operation of the unit.

The third given that must be determined is the AQL the depot is willing to accept. This means the depot must specify the percentage of defective product they are willing to accept and or the percentage of acceptable product they are willing to reject based on statistical sampling. For example if the depot accepts a 4% AQL it is saying that they are willing to accept defective product 4% of the time based on statistical sampling. And at the same time realize that they will turn away or reject good product 4% of the time. By using classification of defects the chance of making an error is reduced.

Lot Size	Normal Inspection Sample Size	Critical AQL 0.065		Major AQL 0.40		Minor AQL 6.5	
		Accept	Reject	Accept	Reject	Accept	Reject
2-8	2	0	1	0	1	0	1
9-15	3	0	1	0	1	0	1
16-25	5	0	1	0	1	0	1
26-50	8	0	1	0	1	1	2
51-90	13	0	1	0	1	2	3
91-150	20	0	1	0	1	3	4
151-280	32	0	1	0	1	5	6
281-500	50	0	1	0	1	7	8
501-1,200	80	0	1	0	1	10	11
1,201-3,200	125	0	1	1	2	14	15
3,201-10,000	200	0	1	2	3	21	22
10,001-35,000	315	0	1	3	4	21	22
35,001-150,000	500	1	2	5	6	21	22
150,001-500,000	800	1	2	7	8	21	22
500,001-Over	1250	2	3	10	11	21	22

By looking at the chart we can see that if we had 125 samples and found 1 major defect and 14 minor defects we would accept the lot. However, if we were simply using a single sampling plan of 0.40 irregardless of category of defect we would reject the lot if we found only 2 defects.

Another helpful tool is to assign a “Probability of Recurring Code” (PRC) to reports and correspondence concerning quality assurance findings. These codes alert the recipient to the severity of the problem being reported. The matrix below illustrates the PRC and its relationship to the risk factors defined above.

Risk	Probability of Recurring
------	--------------------------

PROCUREMENT SENSITIVE

**DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)**

Factor	Likely	Probably	May	Unlikely
Critical	CR-1	CR-2	CR-3	CR-4
Major	MA-1	MA-2	MA-3	MA-4
Minor	MI-1	MI-2	MI-3	MI-4

The PRC functions as a visual indicator or flag to insure critical, major and minor findings are addressed in a timely manner indicative of the severity of the situation. The PRC initiates predetermined procedures for root cause, corrective action and prevention plan development based upon the risk factor coupled with the probability of recurrence. The following outlines the key action requirements associated with the PRC CR-1 and MI-4. Actions for all other PRCs lie between these two Probability of Recurring Codes and are affected by management's risk-cost-benefit analysis.

- CR-1: Critical with a likely probability of recurring
 - Immediate action taken to eliminate any existing potential danger (contractor).
 - Immediate action taken to prevent defective product from reaching the customer (contractor).
 - Management of the CGA and contractor are immediately advised of the situation.
 - Same day root cause and corrective action investigation begins (contractor).
 - Fast Track implementation of corrective action 24 hours maximum (contractor).
 - Preventative action determination (contractor).
 - Implementation of preventative action plan (contractor).
 - Verification of effectiveness of corrective and preventative actions (contractor & CGA).
 - Adjustments to corrective and preventative action plans as needed to maintain effectiveness (contractor).
- MI-4: Minor defect with an unlikely probability of recurrence.
 - Document findings.
 - Report findings in accordance with normal reporting procedures.

Product Quality

The contractor is responsible for product quality, which is achieved through strict adherence to their QC/CSP. Verification of product quality is one of the responsibilities of the QAE. The QAE verifies product quality by a combination of:

- Examination of contractor in-process and archived quality records
- Review of DSS records
- Actual examination of the product during a Product Quality Audit.
 - The audit can be planned or random
 - Conducted in any department from receipt to shipment
- Contact with the customer for feedback on product quality, by phone, mail or e-mail, meetings, conferences etc.

DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)

Triggers for Conducting Product Audits

Various factors come into play in determination of what product and when to conduct a product audit. Some of those factors are:

- Review of DSS records, which can indicate potential problem area.
- Customer Complaints
- Crushed or damaged cases and cartons in Stow or elsewhere indicate potential product damage.
- Random or planned at any location or workstation.
- Dropped or leaning pallet loads.
- Damaged storage aids
- Little evidence of physical security/badge checks/challenging visitors
- Poor housekeeping
- Backlogs of material

It is not practical to examine every aspect of any particular item or product. Nor is it practical to examine every item in a particular lot. Therefore judgments must be made by the QAE based on circumstances and situations.

Examples Situation:

While walking down an aisle in one of the storage areas the QAE notices a pallet of product stacked five layers high and twenty cartons to the layer. The bottom layer of the pallet contains five cases that are crushed indicating potential product damage. No other cases on the pallet are damaged. Rather than opening each case on the pallet the QAE opts to open all cases on the bottom layer.

Situation:

The QAE plans to audit product quality of a particular NSN during the coming week. The QAE obtains the quantity on hand (pieces, cases or pallets) and locations. Using ASQ Z1.4 Inspection Level II Normal Inspection Plan the sample size and the accept/reject limits are determined. The known samples size is randomly pulled and inspected.

Situation:

While working in packaging the QAE opens and inspects product randomly. One item here two or three items there. If all is well the QAE will move on to other locations. If a problem is detected further audits are conducted.

Key Criteria for Product Audits

PROCUREMENT SENSITIVE

DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)

Product can be interpreted to mean the bare item or the bare item plus the packing and packaging. For DLA/DDC purposes product refers to the latter. Therefore, product includes: The bare item, internal packing and bracing, outer package and markings including all applicable labels, control numbers and DSS documentation. Therefore, during a Product Audit the QAE must insure product integrity by evaluating the following criteria:

- Is the bare product the proper item (NSN)?
- Is the condition code correct?
- Is the quantity correct?
- Does the bare item show any signs of damage or deterioration?
- Is the product properly packed and protected from damage? To include ESDS protection, water and vapor barrier protected, shock and vibration protected and so on.
- Is the proper container used?
- Is the container damaged to the extent that it will not properly protect the item as intended?
- Are all applicable warning and instruction labels applied inside and out?
- Are all items of the same NSN and material status packaged the same?

Policies and Procedures

The contractor is responsible for ensuring all policies and procedures as outlined in the PWS and QC/CSP are understood and followed. Policies and procedures are set in place to ensure consistency and predictability within a process and the organization. If personnel are permitted to deviate from established policies and procedures confidence in the systems ability to consistently produce quality is weakened. Therefore, it becomes important for the contractor to enforce policies and procedures and important for the CGA to know they are enforced. The CGA is ensured of contractor compliance to policies and procedures as a result of auditing and monitoring by the QAE.

In order to effectively monitor policies and procedures the QAE must be well versed in the policies and procedures as outlined in the PWS and QC/CSP. To be well versed indicates not only formal training of the PWS and QC/CSP, but also ongoing individual review and study of these documents. For example, by a working knowledge of the QC/CSP procedures the QAE will know at what stage of the process and at which workstations a particular label is applied. With knowledge of PWS policies the QAE understands that Yellow Freight truck drivers should not be in a security cage where classified items are retained.

Monitoring Policies and Procedures

Monitoring of policies and procedures is an ongoing every day task. It is part of knowing and understanding the PWS and QC/CSP. As the QAE performs other duties infractions of policies and procedures become self-evident. The QAE takes steps to document and inform responsible personnel for corrective action. Monitoring of policies and procedures can also be a planned activity. Planning audits of a particular policy or process becomes prudent when multiple

**DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)**

infractions have been observed and reported in the past. The audit becomes a means for verification of effective corrective actions.

Security

In today's world of post 9/11 security of facilities depot materials, equipment and personnel are of paramount importance. The contractor must be diligent in providing a secure environment for depot personnel. The CGA must be assured the employees, the facility and the materials in the depot are secure from subversive activities and/or acts of security violations from within. The PWS covers the subject of security in detail establishing policies from installation access, visitor control, key and lock control to security of classified materials. In execution of the QAE position monitoring of security compliance is an important responsibility.

Security Audit Criteria

Again a comprehensive understanding of the requirements of the PWS is important in planning an audit of security compliance. The QAE must understand the intent as well as the language of the PWS. Knowing the intent of security can bring about a questioning attitude when something "just doesn't seem right". Planned audits can be directed at a particular aspect of security compliance such as exterior gate control. Or the audit may be broader based and look at all aspects of security in a particular area or department. Some security criteria that can be incorporated in to the audit are:

- Do all employees and visitors have visible security (ID) tags on?
- Are visitors escorted by the contractor at all times?
- Do contractor personnel share PIN or Card Access Badges?
- Are controlled inventory items properly identified, segregated, stored in secure locations etc.?
- Are secure locations locked?
- Is access to secure locations restricted to authorized personnel only?
- Are secure locations logs completely filled out and signed?
- Have secure locations logs been reviewed and signed by supervisory personnel in a timely basis?
- Verification that the monthly Report of Preliminary Inquiry to the KO or designee is submitted.
- Are lights burnt out in areas that should be well lighted such as parking lots, ingress and egress points?
- Is key control effective?
- Evidence of pilfering/theft

Safety

The contractor's responsibility to maintain a safe work environment is mandated by the PWS, federal, state and local laws and regulations. The QAE is in a unique position to observe

PROCUREMENT SENSITIVE

DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)

unsafe conditions and behavior in a wide variety of locations throughout the work day. Safety of employees is an overriding concern in all operations at the depot. Thus safety issues are brought to the attention of responsible personnel immediately as they arise. The contractor's responsibility is to act upon the information in the form of corrective and preventative actions.

Safety Audit Criteria

Within the scope of assuring the requirements of the PWS are being fulfilled the QAE schedules safety audits. The QAE is not expected to be a safety expert knowledgeable in all aspects of industrial and product safety. However, the PWS gives guidance in a number of areas of safety requirements that the contractor is expected to comply. Among the safety issues discussed in the PWS and which are candidates for audit surveillance are:

- Environmental
 - Hazardous substance spills
 - Training records
 - Proper storage of flammable and combustible materials
 - MSDS on file for hazardous materials
- Powered Industrial Trucks/Cranes/Rigging/Straps/Chains
 - Safe operation
 - Training records
 - Licenses
 - Inspections
- Fire Safety
 - Fire extinguishers missing for locations
 - Discharged fire extinguishers not replaced
 - Accumulation of combustible materials
 - Smoking in unauthorized places
 - Fire Evacuation Plan
- Unsafe Work Practices
 - Non use of required protective clothing and equipment
 - Horseplay
 - Pallets standing on end
 - Not being notified of safety hazards in work area
 - No safety meetings
- Radiological Safety
 - Radioactive warning signs at storage location
 - Use of radioactive wipe test
 - RAM protected from outside elements
 - Food in RAM area
 - Irregular use of personal protection equipment

Training

DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)

The contractor shall provide the following training for contractor personnel to comply with the PWS requirements. The contractor shall maintain training records. The training records shall include, at a minimum, the name of the employee, the name of the course, the source of the training, a description of the training provided and the date the employee successfully completed the training.

- Equipment Operation and Maintenance
- First Responder Awareness Level
- Hazard Communication
- Hazard Reporting System
- HAZMAT Preparer Certification
- HAZMAT Transportation
- Packaging
- Packaging RAM
- Radiation Workers (Monitors)
- Radiation Protection
- Information Assurance Training

Due to health and safety risks, security and criticality of specific tasks individuals performing in these job functions must be trained. The QAE audits training records to insure the required information on the records is complete and up-to-date. The audit also verifies that an employee performing a particular job function is trained.

Records and Documents

The contractor has the responsibility to insure all documents and records are complete and accurate. Records and documents are key indicators of compliance to policies and procedures, as they provide historical and traceability data. To achieve their intended purpose records and documents are required to be completely filled out. Documents with empty blocks or incomplete information often raise more questions than they answer. To assure the CGA of complete and accurate records the QAE is tasked with the responsibility to audit records and documents. All records and documents are candidates for inclusion in an audit. This includes electronic and hardcopy documents. Examples of documents and records that will be audited are:

- Training Records
- Certification Records
- Inventory Records
- Radiation Protection Records
- Employee Exposure Records (radioactive)
- Receiving Records
- Shipping Records
- Controlled Area Logs
- QC/CSP

**DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)**

- Process check sheets
- Quality Control documents
- Equipment Management and Control System (EMACS)
- Operator safety check sheets

Records and Documents Audit Criteria

The audit includes documents currently in use at workstations in real time, as well as archived documents. The audit purpose is to verify the following:

- Records are complete
 - All blocks are filled in. If a block does not apply a “–“(dash) or “N/A” is inserted in the block.
 - All records are dated with complete date not just day and month.
 - All signature blocks are signed.
- Corrections are made properly:
 - No blackout or erasing of words.
 - Errors are lined through with a single line.
 - The line through is initialed and dated by the individual making the correction.
 - The correct information is inserted above or below the lined through error.
- No missing documents.
 - If a particular document is filled out daily, weekly or monthly the audit verifies all documents are present without a break in the chronology.
- Records are protected from loss, damage or unauthorized access and use.
- Records are accessible to authorized individuals.
- Requirement for DAPS/EDMS

Maintenance and Care of Government Furnished Equipment and Facilities

The PWS outlines the contractor’s responsibility for care and maintenance of GFE such as Powered Industrial Trucks, and other MHE. Use of EMACS is required to track repair and maintenance on GFE. This electronic system is subject to audit as outlined in paragraph 4.6 Records and Documents. Other hardcopy documents related to the maintenance and care of GFE may also be in use. Documents such as daily and weekly safety/maintenance check sheets or maintenance work orders. The QAE can perform records audits or observation audits or a combination of records and observation audits to assure compliance to equipment maintenance and care.

The QAE is not expected to check behind major repair activities to verify proper repair. However, the QAE can check records and verify work was completed. The QAE can observe

PROCUREMENT SENSITIVE

**DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)**

startup of equipment at the beginning of shift operations and verify pre-startup checks were actually completed on individual equipment. Malfunctioning safety equipment such as flashing lights, backup horns, safety belts and so on can be detected by simple observations. These observations and others such as cannibalization of equipment are easily incorporated into an audit plan for maintenance and care of GFE.

The care of Government Furnished Facilities as set forth in the PWS is the responsibility of the contractor. Specifically:

“The contractor shall maintain existing storage racks, moveable racks, shelves, storage aids, and bins located within the GFRP set forth in the TE. ... The contractor shall request through the KO or designee the performance of any repair and maintenance requirements of GFRP.”

“The contractor shall not construct or install, at its own expense, any fixed improvement or structural alterations in government buildings or other real property without advance written approval of the KO or designee.”

QAEs in there daily activities within the warehouse and work areas are aware of damage caused by careless use of MHE, of repairs that need to be made or building activities that could be going on without prior consent from the KO. Such activities are monitored and reported to the CGA management.

Financial

Financial surveillance is one in particular that deserves some attention. Within the CGA there are positions which have financial responsibilities. Each site that is an MEO win will be presented with two budgets at the time of the MEO stand up.

1. The first budget is for the CGA. This will include the labor, travel, supplies and equipment for the CGA only. All items that were identified as “Government Furnished” as per Section C-3 in the PWS will also be paid out of the CGA budget. This includes transportation costs and inter-service agreements with the host to provide electricity, water, trash removal, etc.
2. The second is the MEO budget. This budget will be established by using the amount of the MEO bid. Any changes or increases required will need to be submitted in the form of a deviation request.

Both the DDC J-8 and the CGA monitor the spending of the CGA and MEO against those budgets, and monitor the earnings that are generated. For example if the MEO orders large amounts of supplies for multiple customers the MEO must break down the usage by customer and provide a manual report to the CGA. The CGA has the responsibility to review and verify the information in the report and then forward it to DDC J-8.

DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)

For sites that are contractor operated it is the CGAs responsibility to ensure that all reimbursable work performed by the contractor is reported to DDC J-8 for manual billing. The contractor must prepare the monthly reimbursable report in accordance with the specified PWS instructions and submit it with the monthly invoice to the CGA. To verify Packaging counts, the COR, by reviewing the LR8e report in DSS should ensure that all:

- Job Order Numbers (JONs) used correlate back to the list of JONs provided by DDC J-8.
- That each work count certified has a valid customer JON attached.

On other items, such as Reimbursable COSIS and special inspections, the CGA is aware when the requirements are needed. The CGA needs to ensure that the contractor provides the appropriate reports, as stated in the PWS, in order for J-8 to bill the related customers.

Customer Satisfaction

It is the contractor's responsibility to insure the customer is satisfied with the performance of the services it provides. "Not receiving complaints" is not always a true indicator of customer satisfaction. Many customers may not reply to unsatisfactory performance by completing a User Complaint Report in every case. To insure customer satisfaction the contractor should be proactively engaging the customer for feedback on its performance. The contractor has a number of avenues it can take to judge the customers overall satisfaction; all of which should be documented. Some examples of proactive steps the contractor can take are:

- Call the customer after a shipment is delivered to inquire on its condition upon arrival (document the response).
- Send the customer survey cards with coded questions to gage the customer's satisfaction level with various elements of service and product conditions (maintain an archive of returned cards and perform analysis of the responses).
- Track User Complaint Reports to detect and correct recurring problems that may be out of control.
- Request suggestions for improvement from the customer and implement those which have merit.

The QAE has the responsibility to audit the contractor's customer satisfaction program and report the results of the audits to the CGA. Regular surveillance of the customer satisfaction program will reveal its effectiveness as a tool to improve customer communication and satisfaction. Some of the key indicators to look for in auditing the contractor's customer satisfaction program are:

- Is there documented evidence of contractor communication with the customer dealing with improved customer service and satisfaction?
- Is the communication on regular bases or is it infrequent?
- Is there evidence of analysis of customer comments and suggestions?
- Have corrective actions taken place to improve customer satisfaction?
- Are the contractor's employees informed of customer issues?

DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)

SECTION R: DSS REPORTS

DSS offers many reports that can help answer many operational and workload questions. Most reports can be accessed by entering 18 from the Lead Menu for “Batch Report Selector”. In the following paragraphs some key reports will be highlighted with a brief description of each report. Do not limit yourself to the batch reports listed below; there are many other reports that can give you additional information about your workload.

LEAD 11:23:18	Site: HWC1	DISTRIBUTION STANDARD SYSTEM DSS INCREMENT FY04.1 PRODUCTION REGION	Work: C1	System: DDCT 07APR2004			
<hr/>							
01 TRANSPORTATION SERVIC	16 PROJ CONSOL & PACK	TP	TECH SUPPORT (PRINTER)				
02 RECEIVING	17 DEMILITARIZATION BB	FIND MENU PATH					
03 WAREHOUSE OPERATIONS	18 BATCH REPORT SELECTOR						
04 PPC	19 HMIS INFORMATION						
05 TRANSPORTATION	20 TOTAL PACKAGING-TPF	CC	CCP GLOBALS				
06 PACKING/CONSOLID	21 VIOLATIONS						
07 INVENTORY/ITEM DATA	22 SERIAL NO TRACK-SASP						
08 REWAREHOUSING	23 ALOC						
09 OUTLOADING	24 DLMS						
10 ISDR	25 ECS						
11 COSIS							
12 P&P	27 CUSTOMER INQUIRIES						
13 SET ASSEMBLY-DEPMEDS	28 PC9 OPTIONS						
14 SUPPORT							
15 INQUIRIES	30 QA/QC MANAGEMENT MENU						
<hr/>							
WELCOME TO FY04.1 PRODUCTION REGION							
-----F1=PREVIOUS MENU-----F3=EXIT DSS-----F6=CHANGE SITE-----							
<div>Link to =></div>							

Receiving Reports

Receiving reports may be accessed from the Lead Menu 18 “Batch Reports Selector” and then into Menu 11 “RECEIVING REPORTS”.

TDU0 11:35:42	Site: HWC1	DISTRIBUTION STANDARD SYSTEM BATCH REPORT SELECTOR - MAIN MENU 18	Work: C1	System: DDCT 07APR2004
<hr/>				
11 RECEIVING REPORTS		19 P&P REPORT SELECTOR		27 SPECIAL SHIPPING RPTS
1A OUTLOADING SELECTOR				
12 SP-2 REPORT SELECTOR		2A QA REPORT SELECTOR		28 GLOBAL ITEM DATA RPTS
		2B ISDR REPORTS		
13 TRANS REPORT SELECTOR		2C INVENTORY & AD-HOC RPT		
1C TRANS SERVICES RPT SE		2D RQT & COMPLETE RPT SEL		
14 PP&C REPORT SELECTOR		21 IN-LINE DENIAL RPT SEL		
15 CCP REPORT SELECTOR		22 REWRHSING REPORT SELE		
		23 SUPPRT & RECVRY RPT S		
		24 PACKING REPORT SELECT		
16 PDO REPORT SELECTOR		25 PACK AREA REPORT SELE		
		26 SP-1 REPORT SELECTON		
17 COSIS REPORT SELECTOR				
<hr/>				

PROCUREMENT SENSITIVE

DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)

-----F1=PREVIOUS MENU-----		-----F3=EXIT DSS-----		-----F6=CHANGE SITE-----	
<i>Link to =></i>					
RRAV SITE: HWC1	DISTRIBUTION STANDARD SYSTEM		WK: C1	PAGE 00	
09:44:07	RECEIVING REPORT SELECTOR		07APR200		

<input type="checkbox"/> RR55 POSTED RECEIPTS NOT INDUCTED <input type="checkbox"/> RR56 VERIFIED RECEIPTS NOT POSTED <input type="checkbox"/> RR57 INITIATED RECEIPTS NOT VERIFIED <input type="checkbox"/> RR58 POSTED RECEIPTS NOT STOWED WAREHOUSE AREA => _____ SUMMARY TOTALS ONLY => _____ <input type="checkbox"/> RR54 DISPOSITION SUMMARY		<input type="checkbox"/> RR80 RECEIPT SUMMARY <input type="checkbox"/> RR81 RECEIPT TYPE/COUNT/AVG TIME <input type="checkbox"/> RR82 RECEIPT TYPE/COUNT BY USER <input type="checkbox"/> RR83 RECEIPT CANCELLATION COUNTS <input type="checkbox"/> RR84 USER RECEIPT COUNTS BY TYPE <input type="checkbox"/> RR85 IFR DISPOSITION COUNTS <input type="checkbox"/> RR86 IFR RECEIPT/DISPOSITION <input type="checkbox"/> RR87 STOWED COUNTS BY WAREHOUSE			
<input type="checkbox"/> AS1S RCN HEADER REPORT <input type="checkbox"/> AS1N OPEN RCN REPORT <input type="checkbox"/> RN1D PUTAWAY REPORT BEG LOC => _____ END LOC => _____		<input type="checkbox"/> AR2A RDO QUANTITY MISMATCH <input type="checkbox"/> AR2B RDO NOT RECEIVED <input type="checkbox"/> AR2C RDO MISDIRECTED SHIPMENTS			

-----F1=MENU-----		-----F2=NEXT TRANS-----		-----F3=EXIT DSS-----	
				-----F5=BOOKMARK-----	
<i>TRANS CONTINUES</i>				<i>NEXT TRANS==></i>	

Posted Receipts Not Stowed Report (RR58): This report displays all open receipts and indicates if they are on time or late. It provides you with each type of receipts and gives you information such as: the number of days late, the date the item arrived the center (Receipt Control Number (RCN)), and the date the receipt was posted to record.

User Receipt Counts By Type Report (RR84): This report gives you information on total receipts processed by a specific user. It gives you the user logon ID and lists the type of receipt and total quantity for each receipt. This report allows you to request information for a specific day, range of days, and time of day.

Stowed Counts By Warehouse Report (RR87): This report gives you information on total receipts stowed by warehouse. It gives you the total stows in three categories: Procurement, Non-Procurement and Re-warehousing put-a-ways. This report allows you to request information for a specific day, range of days, and time of day. You can also run an inquiry for a specific warehouse.

Pick Work Area Wip Info Report (N21Y&K): This report gives you detailed information on all open MROs and Disposal Release Orders (DROs) for a specific work area/warehouse. It identifies the cycle information, the date and time the MRO or DRO was released, quantity and issue priority. This report can be accessed from the Lead Menu 18 "Batch Reports Selector" and going into Menu 14 "PP&C Report Selector."

PROCUREMENT SENSITIVE

DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)

RRDV	SITE: HETP	DISTRIBUTION STANDARD SYSTEM	WK: TP	PAGE 001
15:09:40	PRODUCTION PLANNING & CNTL RPT SELECTOR			22APR2003

ROUTE REPORT TO =====>
 RUN OPTION =====> 1 (1=NOW, 2=OVERNIGHT, 3=AT END-OF-DAY)

AS1I BACKLOG REPORT BY WORK AREA	SGR4 LOCAL DELIVERY BANKED/HELD MROS
NRDA ACTUAL ATTENDANCE VS EXPECTED	SGR5 MAPPING BANKED MROS
NRDE UNRELEASED PICKS	SGTC RCP BANKED MROS
N21Y&K PICK WORK AREA M.I.P INFO	SGR2 FAST FOOD BANKED/HELD MROS
PICK WORK AREA =>	
DR4A REWAREHOUSING EXTRACT SUMMARY	
BY SEQUENCE CODE	

-----F1=MENU-----F2=NEXT TRANS-----F3=EXIT DSS-----F5=BOOKMARK-----

PRINT WILL BE ROUTED TO 1B07-YY R1055

TRANS CONTINUES NEXT TRANS==>

P&P Summary Report (LSBJ): This report gives you information on the total lines/work orders in-checked for packaging, the number of lines pending in-check and how many you have completed for all packaging work areas. There are different options to run this report; you can run it by work area and/or condition code. Packaging and Packing reports can be accessed from the Lead Menu 18 "Batch Reports Selector" and going into Menu 19 "P&P REPORT SELECTOR".

RRLV	SITE: HWC1	DISTRIBUTION STANDARD SYSTEM	WK: C1	PAGE 001
11:56:55	PPPM REPORT SELECTOR			07APR2004

__LSBA PENDING WORKLOAD __LSBC WORK ORDERS RLSD NOT INCHKD __LSBE SCHED WORK ORDERS INCHKD __LSBF CLOSED SCHED __LSBG CLOSED UNSCHED __LSBH UNSCHED WORK ORDERS INCHKD __LSBJ AGED SUMMARY __LSBL CLOSED SUMMARY	__LR8A UNIT CLASS WORK COUNTS __LR8B WRKD STATUS __LR8C WRKD SUMMARY __LR8E WRKD PROCESS TIME SUMMARY __LR8F WRKD PROCESS TIMES __LR8G PPPM QTY WRKD/DPAK SUMMARY __LR8M ITEMIZED WORK DETAIL __LR8N LEVEL WORK COUNTS __LR8Q INCHKD STATUS __LR8R INCHKD SUMMARY
---	--

~~PROCUREMENT SENSITIVE~~

**DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)**

PRNV 15:11:31	SITE: HETP INVENTORY AND AD-HOC REPORT SELECTOR	DISTRIBUTION STANDARD SYSTEM WK: TP	PAGE 001 22APR2003

PE3U AD-HOC DISCREPANCY (REPRINT) DATE =>		PREA INVENTORY VISIT WORKLOAD PEMP PRODUCT END DATE NOTIFICATION REPORT	
PE4Y INVENTORY WORKLOAD REPORTS			
PRINT PART 1 =====>		(DEFAULT IS YES (Y))	
PRINT PART 2 =====>		(DEFAULT IS NO (N))	
WORK SITE CODE ===>		(BLANK FOR ALL WORK SITES)	
DELETED LOCATIONS =>		(BLANK FOR ALL INVENTORIES)	
TPIC =====>		(BLANK FOR ALL TPICs)	
WAREHOUSE =====>		(BLANK FOR ALL LOCATIONS)	
NIIN SEQUENCE =====>		(BLANK FOR LOCATION SEQUENCE)	
DATE RANGE =====>		(BLANK FOR ALL DATES)	
PG3N FAST MOVER REPORT NUMBER OF NSNs =====> NUMBER OF ISSUES ==> DATE RANGE =====>		PUB2 UII ACCOUNTABILITY REPORT NIIN =====> DATE RANGE =>	
-----F1=MENU-----F2=NEXT TRANS-----F3=EXIT DSS-----F5=BOOKMARK-----			
			NEXT TRANS==>
-----F1=MENU-----F2=NEXT TRANS-----F3=EXIT DSS-----F5=BOOKMARK-----			
TRANS CONTINUES			NEXT TRANS==>

Fast Mover Report (PG3N): This report allows you to identify the top moving NSNs in your center. It gives you the NSN, unit price, noun, and the total number of issues based on the range of dates you entered. This report can be accessed from the Lead Menu 18 "Batch Reports Selector" and going into menu 2C "INVENTORY AND AD-HOC REPORTS".

**DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)**

Re-warehousing Report Selector: Re-warehousing reports can be accessed from The Lead Menu 18 “Batch Reports Selector” and going into menu 22 “REWAREHOUSING REPORT SELECTOR”.

Pending Re-warehousing Pick Report (BS2A): This report identifies all the pending picks you have for re-warehousing tickets. It gives you the “From” and “To” location, the Pick Control Number (PCN), date the re-warehousing ticket was created and the user ID of the person who created the ticket.

Material In Location Report (D42T): This report provides you with information you might need to support a re-warehousing project. This report has many options and allows you to run queries based on condition code, manager code, warehouse location, unit of issue, and activity code to least a few. The report can also be sorted different ways.

Location Usage Analysis Report (DJ4J): For those centers that have some of their warehouse/storage areas planographed; this report tells you the occupied percentage for each Type Storage Code (TSC) and total number of unused locations.

Warehouse LOCS NSN SEQ Report (RN1F): This report allows you to create a report for a specific warehouse and print the report in NSN sequence. This report includes NSN, noun, unit of issue, manager of the NSN, unit weight, unit cube, if you have a pick in process for the NSN, the stock balance, activity code, location, TSC, and condition code.

Warehouse LOCS SEQ Report (RN1G): This report allows you to create a report for a specific warehouse and print the report in location sequence. This report includes NSN, noun, unit of

RRQV	SITE: HETP	DISTRIBUTION STANDARD SYSTEM	WK: TP	PAGE 001		
15:14:55	REWAREHOUSING REPORT SELECTOR			22APR2003		
ROUTE REPORT TO ==> RUN OPTION =====> (1=NOW, 2=OVERNIGHT, 3=AT END-OF-DAY)						
<table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top;"> BN3C ADHOC MOVE ERROR REPORT BS2A PENDING REWAREHOUSING PICK RPT D48P MASS REW FOR CANCELLATION REPORT D42T MATERIAL IN LOCATION REPORT ESBH RELOCATION WORKLOAD REPORT DJ4J LOCATION USAGE ANALYSIS REPORT </td> <td style="width: 50%; vertical-align: top;"> RN1F WAREHOUSE LOCS NSN SEQ BEG LOC ==> END LOC ==> RN1G WAREHOUSE LOCS LOCS SEQ BEG LOC ==> END LOC ==> RN1J REWAREHOUSING PUTAWAY BEG LOC ==> END LOC ==> D48F OUTSIDE DC/IMC STRG RPT WAREHSE ==> </td> </tr> </table>					BN3C ADHOC MOVE ERROR REPORT BS2A PENDING REWAREHOUSING PICK RPT D48P MASS REW FOR CANCELLATION REPORT D42T MATERIAL IN LOCATION REPORT ESBH RELOCATION WORKLOAD REPORT DJ4J LOCATION USAGE ANALYSIS REPORT	RN1F WAREHOUSE LOCS NSN SEQ BEG LOC ==> END LOC ==> RN1G WAREHOUSE LOCS LOCS SEQ BEG LOC ==> END LOC ==> RN1J REWAREHOUSING PUTAWAY BEG LOC ==> END LOC ==> D48F OUTSIDE DC/IMC STRG RPT WAREHSE ==>
BN3C ADHOC MOVE ERROR REPORT BS2A PENDING REWAREHOUSING PICK RPT D48P MASS REW FOR CANCELLATION REPORT D42T MATERIAL IN LOCATION REPORT ESBH RELOCATION WORKLOAD REPORT DJ4J LOCATION USAGE ANALYSIS REPORT	RN1F WAREHOUSE LOCS NSN SEQ BEG LOC ==> END LOC ==> RN1G WAREHOUSE LOCS LOCS SEQ BEG LOC ==> END LOC ==> RN1J REWAREHOUSING PUTAWAY BEG LOC ==> END LOC ==> D48F OUTSIDE DC/IMC STRG RPT WAREHSE ==>					
-----F1=MENU-----F2=NEXT TRANS-----F3=EXIT DSS-----F5=BOOKMARK-----						
TRANS CONTINUES			NEXT TRANS==>			

DDDC

RRP1	SITE: HETP	DISTRIBUTION STANDARD SYSTEM	WK: TP	PAGE 001
15:16:24		PACKING REPORT SELECTOR		22APR2003

ROUTE REPORT TO =====>
 ALTERNATE PRINTER AREA ==> SEND REPORT TO CA-DISPATCH ==> **N**

B2R1 PCNS DUE INTO PACK REPORT
 PACK AREA/LANE/DSG:
 OR ALL PACK AREA/LANE/DSG:
 SUMMARY ONLY: **N**
 REPORT AND SUMMARY: **N**

BN4K TRACKING LOCATION HISTORY
 MAT LOC :
 SITE: (IF DIFFERENT)
 MAT DEST:
 CONTROL NO TYPE: (OPTIONAL)

-----F1=MENU-----F2=NEXT TRANS-----F3=EXIT DSS-----F5=BOOKMARK-----
 PRINT WILL BE ROUTED TO 1B07-YY R1055
 TRANS CONTINUES NEXT TRANS==>

issue, manager of the NSN, unit weight, unit cube, if you have a pick in process for the NSN, the stock balance, receipts due-in, location, TSC, and condition code

Re-warehousing Putaway Report (RN1J): This report provides you with the information on all re-warehousing put-a-ways that are pending pick and/or stow. It gives you status date, NSN, condition code, put-away location, PCN, quantity, and whether the re-warehousing ticket is a relocation or combination action.

PCNS Due Into Pack Report (B2R1): This report identifies all the MROs and DROs that are scheduled to be packed in a specific pack area. It gives the shipping unit and document number, the cycle batch number, PCN, pick quantity, warehouse location, status date and time. The report can be accessed from the Lead Menu 18 "Batch Reports Selector" and going into menu 24 "PACKING REPORT SELECTOR"

Pack Lane Bin Assignment Report (BR2D): This report gives you information on all your pack areas and lanes. It identifies the pending packs known as "Pick Count" for each pack lanes, the

PROCUREMENT SENSITIVE

DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)

number of lines packed, and the number of cartons packed. This report can be accessed from the lead Menu 18 “Batch Reports Selector” and going into menu 26 “SP-1 Report Selector”.

RRBW SITE: HWC1 12:16:52	DISTRIBUTION STANDARD SYSTEM WK: C1 SHIPMENT PLANNING 1 REPORT SELECTOR	PAGE 001 07APR2004
<hr/>		
ROUTE REPORT TO =====>		
RUN OPTION =====> 1 (1=NOW, 2=OVERNIGHT, 3=AT END OF DAY)		
<hr/>		
_ BR2D PACK LANE BIN ASSIGNMENT _ BS2B SELECTED PACK AREA/LANE AREA/LANE ==> _ BS2C STALLED MRO REPT RUN DATE => FUNC FLAG > _ BTSH TRANSSHIP REPORT SUMMARY ONLY => TSHP TYPE => BEG DT => CCYYJJJ END DT => CCYYJJJ _ C8SD LOC DEL CUST PREF DODAAC RANGE TO _ NRDD DUPLICATE DOCUMENTS _ YSEE ESTIMATED LOCATIONS BEG _____ END _____	_ BR3C CUMULATIVE AIR CHALLENGE REPT REPORT TYPE ==> _ B32Q MANUAL ALLOCATION FILE REPT _ B3FD PROJECT CODE REPORT PROJ CD => SERVICE => _ B3FE MRO REJECT REPORT MRO STATUS IND => DROS => MROS => _ RN1A TOTAL MRO REJECT REPT _ CDVR CROSS DK ADVANCE DATA REPT STATUS => (A,R,C) BEG DT > CCYYJJJ END DT > CCYYJJJ NSD ROUTE =>	
<hr/>		
-----F1=MENU-----F2=NEXT TRANS-----F3=EXIT DSS-----F5=BOOKMARK-----		
TRANS CONTINUES		NEXT TRANS==>

Freight Available to Transpiration Report (RN1C): This report identifies all the MROs that have been packed and are available to be shipped as freight. The report gives you the Carton Control Number (CCN), the Transportation Control Number (TCN), number of freight pieces, total weight and cube, dimensions, SURC, outload location and door/yard location, and the date it was available for shipment. This report can be accessed from The Lead Menu 18 “Batch Reports Selector” and entering menu 12 “SP-2 REPORT SELECTOR”

**DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)**

```

RRBV      SITE: HETP      DISTRIBUTION STANDARD SYSTEM      WK: TP      PAGE 001
15:30:01      SHIPMENT PLANNING 2 REPORT SELECTOR      24APR2003
-----
ROUTE REPORT TO =====>
RUN OPTION =====> 1 (1=NOW, 2=OVERNIGHT, 3=AT END-OF-DAY)
ALTERNATE PRINTER AREA =>      SEND REPORT TO CA-DISPATCH ==> N
ALTERNATE PRINTER =====>
-----
RN1T ALOC FREIGHT AVAIL TO TRANS      B34A FMS NOA/DUPL. PICK TICKETS
BN3H FREIGHT AVAIL TO BUILD UP      WORK SITE CD => TP (BLANK = ALL)
DODAAC =>      RN1K ALOC FREIGHT AVAIL TO TRANS
RN1C FREIGHT AVAIL TO TRANS REPORT      RN1L ACON FREIGHT AVAIL TO TRANS
BR2H AVAILABLE SCOE FREIGHT REPORT      RN1M ADIV FREIGHT AVAIL TO TRANS
RN1H AVAILABLE D.L. FREIGHT BY DAYS      BR2N MTMC SRO COVERAGE REPORT
# OF DAYS ==>      BR2C OUTLOAD WT & CUBE BY SURC
RN1N AVAIL D.L. FRT BY AFS DODAAC      WORK SITE CD => TP (BLANK = ALL)
AFS DODAAC =>      RN1O CUSTOMS INFO- ALOC DIR FREIGHT
RN1I CLASSIFIED FRT BY AFS DODAAC      RN1W RATE CROSS REFERENCE TABLE
RN1S CLASSIFIED FREIGHT BY CCN      B7AE ATCMD REJECTS BY JUL-DAY =>
BR2B AFS PIECES WT & CUBE BY SURC      CRITICAL: UNPROCSD => PROCSD =>
      INFORMATIONAL =====>
-----F1=MENU-----F2=NEXT TRANS-----F3=EXIT DSS-----F5=BOOKMARK-----F10=HELP-----
      THE DEFAULT TXTRPTS PRINTER IS R1055
TRANS CONTINUES      NEXT TRANS==>

```

Potential Late Lines or Super High Priorities Reports (SGT8): This report provides substantial information on MROs. It provides information on each MRO that is late or can potentially be late. It provides the following information for each MRO: NSN, warehouse location, function flag, Shipping Unit Routing Code (SURC), pack area, date the MRO was received and release for processing, status code, status date, Required Delivery Date (RDD), ship to DODDAC, total weight, number of days late, and Issue Priority Group (IPG). The report has numerous sort and screening options. This report can be accessed from the Lead Menu 30 "QA/QC MANAGEMENT MENU" and going into menu 39 "POTENTIAL LATE LINE RP"

**DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)**

Surveillance Reports

Surveillance Reports such as those identified below are used for monitoring contractor performance for the APLs listed in C-5 of the PWS. The reports are used for surveillance methods that are scheduled and completed in a continual process. As shown, the report is summary in nature, with the assumption that most surveillance identifies satisfactory contractor performance. However, the results and compliance blocks may be used to document unsatisfactory performance. The blocks are completed as indicated in the report form.

Again the following Surveillance Reports are examples and are not all inclusive of the number or method of surveillance that can be conducted. The surveillance can be a single method or a combination of two or more methods. The desire to arrive at a complete understanding of compliance or non compliance to the requirement or APL will govern the surveillance method or methods used.

The first Surveillance Report is blank followed by six others, which are completed except for the actual surveillance data. There is one example from each of the six primary distribution functions: Receiving, Storage, Physical Inventory, Issue, packaging and Special Functions. The back of the form or additional pages can be attached for needed space for data collection and documentation.

Contractor Surveillance Report			
<i>Defense Distribution Depot San Diego, California (DDDC)</i>			
Contractor Information			
Contract #:	Contractor Name:	Contractor Acknowledgement Signature and Date:	
Pre-Surveillance/Audit Information			
Print CGA Evaluator's Name:	Evaluator's Signature:	Evaluator's Title:	Surveillance/Audit Date:
Primary Function Audited: <input type="checkbox"/> Receiving <input type="checkbox"/> Storage <input type="checkbox"/> Physical Inventory <input type="checkbox"/> Issue <input type="checkbox"/> packaging <input type="checkbox"/> Special Function			Op. Area/Building #
Reference:	Acceptable Performance Level (APL):		
PWS Sec. C-			
Specific Activity Audited:			
Standard & Summary of PWS Requirement:			

**DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)**

Surveillance/Audit Method:					
Surveillance/Audit Data & Results					
NSN:		Description:			Condition Code:
Lot Size:	Sample Size:	Accept on:	Reject On:	Total Nonconforming:	Surveillance/Audit Results:
					<input type="checkbox"/> Acceptable <input type="checkbox"/> Unacceptable
List Each Nonconforming Sample with a Description of the Nonconformance Below:					
1.					11.
2.					12.
3.					13.
4.					14.
5.					15.
6.					16.
7.					17.
8.					18.
9.					19.
10.					20.
Rationale					

Contractor Surveillance Report <i>Defense Distribution Depot San Diego, California (DDDC)</i>			
Contractor Information			
Contract #:	Contractor Name:	Contractor Acknowledgement Signature and Date:	
XXXX-XX-XXX	Acme Warehousing		
Pre-Surveillance/Audit Information			
Print CGA Evaluator's Name:	Evaluator's Signature:	Evaluator's Title:	Surveillance/Audit Date:
John Smith		QAE	mm/dd/yyyy
Primary Function Audited:			Op. Area/Building #
<input checked="" type="checkbox"/> Receiving <input type="checkbox"/> Storage <input type="checkbox"/> Physical Inventory <input type="checkbox"/> Issue <input type="checkbox"/> packaging <input type="checkbox"/> Special Function			765
Contract Reference:	Acceptable Performance Level (APL):		
PWS Sec. C-5.3.5.1	100%		
Specific Activity Audited:			
Annotation of RCN on each loose package and each pallet received.			

PROCUREMENT SENSITIVE

**DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)**

Standard & Summary of PWS Requirement: RCN is annotated on materiel (each line item) the day it is received via a transportation carrier or on-base customer					
Surveillance/Audit Method: Random Visual Inspection of material in the Receiving department.					
Surveillance/Audit Data & Results					
NSN:		Description:			Condition Code:
Lot Size:	Sample Size:	Accept on:	Reject On:	Total Nonconforming:	Surveillance/Audit Results:
					<input type="checkbox"/> Acceptable <input type="checkbox"/> Unacceptable
List Each Nonconforming Sample with a Description of the Nonconformance Below:					
1.	11.				
2.	12.				
3.	13.				
4.	14.				
5.	15.				
6.	16.				
7.	17.				
8.	18.				
9.	19.				
10.	20.				
Rationale					

Contractor Surveillance Report <i>Defense Distribution Depot San Diego, California (DDDC)</i>			
Contractor Information			
Contract #: XXXX-XX-XXX	Contractor Name: Acme Warehousing	Contractor Acknowledgement Signature and Date:	
Pre-Surveillance/Audit Information			
Print CGA Evaluator's Name: John Smith	Evaluator's Signature:	Evaluator's Title: QAE	Surveillance/Audit Date: mm/dd/yyyy
Primary Function Audited: <input type="checkbox"/> Receiving <input checked="" type="checkbox"/> Storage <input type="checkbox"/> Physical Inventory <input type="checkbox"/> Issue <input type="checkbox"/> packaging <input type="checkbox"/> Special Function			Op. Area/Building # 543
Contract Reference:		Acceptable Performance Level (APL):	

PROCUREMENT SENSITIVE

**DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)**

PWS Sec. C-5.4.2.5		100%	
Specific Activity Audited:			
Top 100 Weight and Cube			
Standard & Summary of PWS Requirement:			
Complete IAW Top 100 Weight and Cube NSN Program and report to KO.			
Surveillance/Audit Method:			
Review Top 100 Weight and Cube NSN Monthly report and randomly check material for weight and cube.			
Surveillance/Audit Data & Results			
NSN:		Description:	
Lot Size:	Sample Size:	Accept on:	Reject On:
Total Nonconforming:		Surveillance/Audit Results:	
		<input type="checkbox"/> Acceptable <input type="checkbox"/> Unacceptable	
List Each Nonconforming Sample with a Description of the Nonconformance Below:			
1.	11.		
2.	12.		
3.	13.		
4.	14.		
5.	15.		
6.	16.		
7.	17.		
8.	18.		
9.	19.		
10.	20.		
Rationale			
Contractor Surveillance Report			
<i>Defense Distribution Depot San Diego, California (DDDC)</i>			
Contractor Information			
Contract #:	Contractor Name:		Contractor Acknowledgement Signature and Date:
XXXX-XX-XXX	Acme Warehousing		
Pre-Surveillance/Audit Information			
Print CGA Evaluator's Name:	Evaluator's Signature:	Evaluator's Title:	Surveillance/Audit Date:
John Smith		QAE	mm/dd/yyyy
Primary Function Audited:			Op. Area/Building #
<input type="checkbox"/> Receiving <input type="checkbox"/> Storage <input checked="" type="checkbox"/> Physical Inventory <input type="checkbox"/> Issue <input type="checkbox"/> packaging <input type="checkbox"/> Special			

PROCUREMENT SENSITIVE

**DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)**

Function						N/A	
Contract Reference:			Acceptable Performance Level (APL):				
PWS Sec. C-5.5.1			100%				
Specific Activity Audited:							
<i>TPIC Inventory P</i>							
Standard & Summary of PWS Requirement:							
<i>Shall be completed within thirty (30) days subsequent to the assignment of the Inventory Cut-off Dated (ICOD).</i>							
Surveillance/Audit Method:							
Inspection of inventory workload screen in DSS (DSS pathway 07 to 14).							
Surveillance/Audit Data & Results							
NSN:			Description:			Condition Code:	
Lot Size:	Sample Size:	Accept on:	Reject On:	Total Nonconforming:	Surveillance/Audit Results:		
					<input type="checkbox"/> Acceptable <input type="checkbox"/> Unacceptable		
List Each Nonconforming Sample with a Description of the Nonconformance Below:							
1.				11.			
2.				12.			
3.				13.			
4.				14.			
5.				15.			
6.				16.			
7.				17.			
8.				18.			
9.				19.			
10.				20.			
Rationale							
Contractor Surveillance Report							
<i>Defense Distribution Depot San Diego, California (DDDC)</i>							
Contractor Information							
Contract #:		Contractor Name:			Contractor Acknowledgement Signature and Date:		
XXXX-XX-XXX		Acme Warehousing					
Pre-Surveillance/Audit Information							
Print CGA Evaluator's Name:		Evaluator's Signature:			Evaluator's Title:		Surveillance/Audit Date:

PROCUREMENT SENSITIVE

**DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)**

John Smith				QAE	mm/dd/yyyy
Primary Function Audited:					Op. Area/Building #
<input type="checkbox"/> Receiving <input type="checkbox"/> Storage <input type="checkbox"/> Physical Inventory <input checked="" type="checkbox"/> Issue <input type="checkbox"/> packaging <input type="checkbox"/> Special Function					876
Contract Reference:		Acceptable Performance Level (APL):			
PWS Sec. C-5.6.3.3		100%			
Specific Activity Audited:					
Blocking and Bracing					
Standard & Summary of PWS Requirement:					
Materiel is blocked and braced to ensure no damage occurs during shipping.					
Surveillance/Audit Method:					
Visual Inspection of loaded trucks and review of Customer Complaints.					
Surveillance/Audit Data & Results					
NSN:		Description:			Condition Code:
Lot Size:	Sample Size:	Accept on:	Reject On:	Total Nonconforming:	Surveillance/Audit Results:
					<input type="checkbox"/> Acceptable <input type="checkbox"/> Unacceptable
List Each Nonconforming Sample with a Description of the Nonconformance Below:					
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					
11.					
12.					
13.					
14.					
15.					
16.					
17.					
18.					
19.					
20.					
Rationale					
Contractor Surveillance Report					
<i>Defense Distribution Depot San Diego, California (DDDC)</i>					
Contractor Information					
Contract #:		Contractor Name:		Contractor Acknowledgement Signature and Date:	
XXXX-XX-XXX		Acme Warehousing			

PROCUREMENT SENSITIVE

**DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)**

Pre-Surveillance/Audit Information					
Print CGA Evaluator's Name: John Smith		Evaluator's Signature:		Evaluator's Title: QAE	
Surveillance/Audit Date: mm/dd/yyyy		Primary Function Audited: <input type="checkbox"/> Receiving <input type="checkbox"/> Storage <input type="checkbox"/> Physical Inventory <input type="checkbox"/> Issue <input checked="" type="checkbox"/> packaging <input type="checkbox"/> Special Function			
Op. Area/Building # 963		Contract Reference: PWS Sec. C-			
Acceptable Performance Level (APL): 99%		Specific Activity Audited: Customer Specified packaging			
Standard & Summary of PWS Requirement: Material packaged per customer specification and/or applicable regulations.					
Surveillance/Audit Method: Random visual Inspection of customer specified packaging and review of Customer complaints.					
Surveillance/Audit Data & Results					
NSN:		Description:			Condition Code:
Lot Size:		Sample Size:	Accept on:	Reject On:	Total Nonconforming:
Surveillance/Audit Results: <input type="checkbox"/> Acceptable <input type="checkbox"/> Unacceptable					
List Each Nonconforming Sample with a Description of the Nonconformance Below:					
1.		11.			
2.		12.			
3.		13.			
4.		14.			
5.		15.			
6.		16.			
7.		17.			
8.		18.			
9.		19.			
10.		20.			
Rationale					
Contractor Surveillance Report					
<i>Defense Distribution Depot San Diego, California (DDDC)</i>					
Contractor Information					

**DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)**

Contract #: XXXX-XX-XXX		Contractor Name: Acme Warehousing		Contractor Acknowledgement Signature and Date:	
Pre-Surveillance/Audit Information					
Print CGA Evaluator's Name: John Smith		Evaluator's Signature:		Evaluator's Title: QAE	Surveillance/Audit Date: mm/dd/yyyy
Primary Function Audited: <input type="checkbox"/> Receiving <input type="checkbox"/> Storage <input type="checkbox"/> Physical Inventory <input type="checkbox"/> Issue <input type="checkbox"/> packaging <input checked="" type="checkbox"/> Special Function					Op. Area/Building # 851
Contract Reference: PWS Sec. C-5.8.4		Acceptable Performance Level (APL): 100%			
Specific Activity Audited: Kit Assemblies					
Standard & Summary of PWS Requirement: Kit Assemblies completed according to customer work order.					
Surveillance/Audit Method: Random visual inspection of number of kits completed per work order.					
Surveillance/Audit Data & Results					
NSN:		Description:			Condition Code:
Lot Size:	Sample Size:	Accept on:	Reject On:	Total Nonconforming:	Surveillance/Audit Results: <input type="checkbox"/> Acceptable <input type="checkbox"/> Unacceptable
List Each Nonconforming Sample with a Description of the Nonconformance Below:					
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					
11.					
12.					
13.					
14.					
15.					
16.					
17.					
18.					
19.					
20.					
Rationale					

DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)

User Complaint Record (UCR)

The User Complaint Record is a tool for recording and documenting customer complaint investigations. The UCR is self-explanatory as to how to complete the form. The record may be filled out and completed by the Government Representative listed in the Complaint Source Information section or by the originating party who is issuing the UCR.

The complaint record is of sufficient detail to allow a complete investigation that is documented in a surveillance log kept by the QAE. When appropriate, a copy of the UCR is maintained with the surveillance log. A completed UCR includes the following information:

1. Detailed information of the UCR originator (name, title, organization, phone etc.).
2. The date and time the UCR was generated.
3. The name and date of the Government representative receiving the UCR.
4. A detailed description of the specific complaint.
5. The standard or requirement violated (PWS reference or APL).
6. The investigation surveillance log reference number.
7. The contractor representative name, title, date and time informed of the original complaint and investigation results.
8. Response and actions taken by the contractor with supporting documentation attached.
9. Signature and date of the UCR preparer.

When filling out User Complaint Records or any other document it is important to follow the “Rules of Documentation” which are:

5. Use only black or blue ink.
6. Fill in all information blocks and blanks on the form. If a particular information block does not apply insert “N/A”. A blank information block to someone reviewing the document months later can raise questions as to whether the missing information applies or not.
7. Never erase or use white-out on a document. If an error is made
 - a. Draw a **single** line through the error.
 - b. Initial and date the line through.
 - c. Insert the correct information above or below the line through.
8. Always sign and date the documents.

The pre-performance period (if applicable) shall commence as though the deficiency was discovered through a scheduled inspection. If the number of user complaints exceeds the APL, a Contractor Discrepancy Report is prepared.

Quality can be subjective when using validated User Complaints. The QAE (or COR) carefully evaluates the complaint to guard against unfair user opinions. The evaluations may identify areas where users simply need to provide more complete guidance to the contractor.

**DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)**

User Complaint Record Defense Distribution Depot San Diego, California (DDDC)				
Complaint Source Information				
Name:	Title:	Organization:	Office Location:	Telephone #:
Date Received:	Time Received:	CGA Representative Receiving Information:		
Complaint Information				
Describe the situation and events:				
PWS Reference including Requirements:				
Government Actions and Response include the Surveillance Log reference # used to document the investigation:				
Contractor Actions and Response:				
Contractor Informed				
Person Originally Informed:	Title:	Telephone #:	Date:	Time:
Person Informed of Investigation Results:	Title:	Telephone #:	Date:	Time:
Response or action Reported by the contractor (attach supporting documentation provided by the contractor):				
Preparer's Information				
Name:	Title:	Telephone #:	Completion Date:	

PROCUREMENT SENSITIVE

DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)

--	--	--	--

Contractor Discrepancy Reports (CDR)

A blank Contractor Discrepancy Report follows. The CDR is the official form for documenting unsatisfactory performance for resolution by the contractor. The Contractor Discrepancy Report is self-explanatory as to the information required to complete the form. This form emphasizes that the goal of the QASP is not to build files leading to termination. The QASP goal is to assist the contractor to provide effective and efficient performance in accordance with the PWS requirements.

When filling out Contractor Discrepancy Reports or any other document it is important to follow the "Rules of Documentation" which are:

1. Use only black or blue ink.
2. Fill in all information blocks and blanks on the form. If a particular information block does not apply insert "N/A". A blank information block to someone reviewing the document months later can raise questions as to whether the missing information applies or not.
3. Never erase or use white-out on a document. If an error is made
 - a. Draw a **single** line through the error.
 - b. Initial and date the line through.
 - c. Insert the correct information above or below the line through.
4. Always sign and date the documents.

The appropriate Government representative fills in the discrepancy information. In most cases, the QAE provides this information, and the CGA designee provides the contractor's Site Manager (or designated representative) with verbal and written notification.

The contractor's Project Director reviews and approves the contractor's response and signs the appropriate line of the CDR. The response includes corrective actions at the designated location and all other locations (as appropriate). The corrective actions taken by the contractor should correct the present situation and prevent recurrence of similar situations in the future. The response will also contain the QC procedures used or modified to implement the corrective actions.

The QAE (or COR in the case of a contract decision) evaluates the response and recommends an appropriate Government response to the ACO (for contract decisions) or to the appropriate CGA designee (for MEO decisions).

1. If the contractor's response and corrective action plan seem reasonable and effective the QAE or COR recommends that:
 - a. The ACO/CGA designee approves the required action (if any) and completes the form, with signatures.
 - b. The contractor is provided with the original form and a file copy.

PROCUREMENT SENSITIVE

DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)

- i. The original is signed by the contractor's Site Manager and returned to the ACO/CGA designee.
 - ii. The file copy is retained by the contractor.
2. If the contractor's response and corrective action plan does not seem reasonable and or likely to prevent a recurrence of the problem the QAE or COR recommends that:
 - a. The contractor's responses with corrective actions are returned to the contractor, with comments as to why it is unacceptable.
 - b. The contractor is asked to provide another corrective action plan for review.

**DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)**

Contractor Discrepancy Report Defense Distribution Depot San Diego, California (DDDC)			
Contractor Discrepancy Notification			
Name of Contractor Representative Notified:	Title:	Notified Contractor Rep's. Signature:	Telephone #:
Date Notified:	Time Notified:	CGA Representative Providing Notification and Title:	
Discrepancy Information			
Describe discrepancy in detail, include date and time, citations, if any:			
PWS Reference including Requirements, APL violated:			
Contractor Response			
Contractor Response: (response may be attached to this form and the response must be signed by the contractor Project Director)			
Government's Evaluation and Actions			
<input type="checkbox"/> Accept	<input type="checkbox"/> Accept with Reservations	<input type="checkbox"/> Rejection	
Government's Rational:			
List Government's Actions if any:			

PROCUREMENT SENSITIVE

DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)

Close Out Signatures			
Contractor Name:	Title:	Signature:	Date:
Government Representative Name:	Title:	Signature:	Date:

DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)

SECTION T: TERMS

The following terms and acronyms are provided to facilitate understanding of this QASP.

Acceptable Performance Level (APL): The minimum performance of each requirement before the Government considers performance unsatisfactory. Specification of an acceptable performance level does not allow the contractor to knowingly provide defective service; instead, it is recognition of the fact that defective performance may sometimes occur unintentionally. As long as performance does not fall below the specified acceptable performance level, the Government will not deduct for poor performance. However, the contractor shall be required to re-perform or correct the defective service or product at no additional cost to the Government.

Analysis Discrepancy Report (ADR): Analysis of the sample selection taken during the performance period being surveyed.

Continuing Government Activity (CGA): The government office located at the depot to oversee the performance of the contractor and to perform core or inherently governmental functions associated with the mission of the depot.

Contractor: The organization selected to perform the requirements included in the RFP. Also includes the employees of the contractor, who are performing the services.

Contractor Discrepancy Report (CDR): This report is the official form for documenting unsatisfactory contractor performance. It also allows the contractor to address concerns about performance issues and to offer solutions and timelines for resolution of performance issues by the contractor.

Quality Assurance (QA): The functions and associated actions performed by the Government to ensure that requirements are performed in accordance with specified standards and regulations set forth in the PWS. QA ensures that an appropriate level of contractor quality control activities are in place, are operational, and are effective in identifying and correcting any discrepancies in the contractor's ability to meet the performance requirements of the solicitation.

Quality Assurance Surveillance Plan (QASP): A written document that specifies the techniques and procedures the Government will utilize to perform quality assurance inspection and acceptance of contractor products or services.

Quality Control (QC): Those internal contractor management functions that include, but are not limited to, training, documented procedures, inspections, and tests (taken at the point of performance) necessary to ensure that contractor products and services conform to PWS requirements, specifications, regulations and standards.

DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)

Surveillance Positions: The Government will utilize the following positions to perform award management and surveillance. Note: If the MEO is the successful Offeror, there will not be COR positions, as the solicitation will be cancelled once that final decision is made. There will be QAE position(s), however, regardless of the identity of the contractor.

- Contracting Officer (KO) - The KO will have ultimate authority for contract management in accordance with the Federal Acquisition Regulation (FAR).
- Contract Administrator - Following award, the KO will delegate authority to the Administrative Contracting Officer (ACO). The ACO will be resident at the DDC. The ACO will delegate some degree of day-to-day surveillance to the COR member(s) of the CGA in the event of an award to a contractor. The ACO has the rights and responsibilities under the FAR as delegated by the KO. In the event the MEO is the selected contractor, the CGA, in coordination with the DDC staff, will be responsible for evaluating any modifications to either the requirements or the MEO proposal. Additionally, the MEO's ability to perform within the resources included in the MEO proposal will be evaluated and documented through surveillance as identified in the QASP as well as through the post-MEO review that will occur approximately one year following implementation of the MEO.
- Contracting Officer's Representative (COR) - The primary technically oriented representative assigned to monitor total contractor performance and interaction with the Government personnel and provide technical coordination, as required, with Government organizations. (There will not be a COR if the MEO is the successful contractor. Additionally, the COR duties will be added to the Lead Surveillance position in the CGA).
- Quality Assurance Evaluator (QAE) - The specific on-site Government representative delegated authority for the day-to-day surveillance and technical interaction with the contractor personnel.

**DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)**

SECTION U: ATTACHMENTS

TRANSITION CHECKLIST

Post-Award Conference *(Phase I: To begin at contract award or cancellation of solicitation or as determined by the KO or designee)*

Completed
YES NO

1. Review Contractor Transition Plan.

- Review PWS requirements. _____
- Discuss Transition checklist and Transition POAM. _____
- Receive notice about start of transition period. _____
- Discuss Transition Period requirements. _____
- Receive tentative schedule for Government-furnished training. _____

2. Discuss Contractor additional requirements:

- Address Contractor concerns and issues. _____
- Address the office space and equipment requirements that the Government needs to furnish to effect and complete the transition plan. _____
- Address any Government required actions. _____

Transition *(Phase II: To begin on contract start date)*

Completed
YES NO

1. Start of Transition Period:

- Provide in writing to the KO or designee the name and telephone number (home, cell, office) of the site manager and an alternate. _____
- Receive a list of adversely affected or separated personnel. (Contractor only) _____
- Government will provide the GFM on hand. _____
- Submit an essential personnel list to the KO or designee. _____
- All publications and forms listed made available. _____

2. During Transition Period (Phase-In Period)

- Submit a revised Quality Control/Customer Satisfaction Plan _____
- Provide written report weekly to the KO or designee on the status of transition. _____
- Certify 50% of workforce (4 persons per functional area) DSS trained _____

PROCUREMENT SENSITIVE

**DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)**

Conduct/Receive Training:	Completed/Cert/Scheduled	
	YES	NO
• DPAS: (8 hours)	_____	_____
• DSS: (240 hours)	_____	_____
• MIS: (24 hours)	_____	_____
• ESDS Packaging: (4 hours) Self-taught course web-based training	_____	_____
• Radiation Safety Course: Maximum of two Contractor personnel (80 Hours)	_____	_____
• Security Training: Materials provided; Contractor provided (3 Hours)	_____	_____
• Top Weight/Cube: Two Contractor personnel (24 Hours)	_____	_____
• HAZMAT Preparer Certification: All HAZMAT personnel; Contractor provided	_____	_____
• Radiation Worker: Contractor provided prior to transition	_____	_____
• Powertrack: Self-taught course web-based training; Contractor provided	_____	_____
• EMACS: (24 hours)	_____	_____
• FMS: (24 hours)	_____	_____
• SLES: Two Contractor personnel (8 hours)	_____	_____

Security Clearances, Badges/Decals, and Base Communications:

• Obtain all licenses, certifications & security clearances as required in the RFP.	_____	_____
• Ensure that National Agency Checks are properly applied.	_____	_____
• Request ADP clearances for their employees requiring access/passwords to the Government-furnished data systems.	_____	_____
• Ensure a signed document is obtained for the acceptance and custody of all GFP keys.	_____	_____
• Ensure that every employee has a proper Identification badge prior to starting work.	_____	_____

Inventory:

• Perform Mission Inventory for Controlled Items (TPIC G), Pilferable Items (TPIC H) and Statistical Random Sampling of Mission Stock (TPIC N) by Transition End Date minus 90 days.	_____	_____
• Complete GFP Joint Inventory by Transition End Date minus 60 Days.	_____	_____
• Submit the list of Contractor-accepted equipment/assets by Transition End Date minus 60 Days.	_____	_____
• Provide Contractor with a final equipment/asset list from DPAS records by Transition End Date minus 5 Days.	_____	_____

3. End of Transition Period

• Maintain accountability of all GFP using the Defense Property Accountability System (DPAS).	_____	_____
• Submit completed training documentation and/or certifications	_____	_____

PROCUREMENT SENSITIVE

DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)

- to the KO or designee.
- Meet or exceed the APL requirements as specified in PWS.

**DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)**

	Completed/Cert/Scheduled	
	YES	NO
• Provide and maintain properly trained, qualified, and certified personnel.	_____	_____
• Accept the GFP and GFRP for use and maintenance.	_____	_____
• Schedule no inventories during the last 30 days of the transition period.	_____	_____
• Provide a call back roster to the KO or designee.	_____	_____
• Complete all work/tasks required under the transition plan.	_____	_____
• Provide the KO or designee with a detailed final report outlining all work/tasks accomplished.	_____	_____
• Perform a walkthrough with the Contractor to document the work in process and the status of Center operations.	_____	_____
• Perform a walkthrough of the facilities to identify any problems that may have occurred subsequent to the original inspection.	_____	_____
• Shall be responsible to be fully operational.	_____	_____

Post Transition (Phase III: To Begin at First Performance Period)

	Completed/Cert/Scheduled	
	YES	NO
1. Receive/Conduct training within the first 90 days of the start of the first performance period.		
• FEDLOG/LOGRUN/LINK: (8 hours)	_____	_____
• ISDR: (24 hours)	_____	_____
• Inert Certification: (16 hours) (OJT 12 hours)	_____	_____
• Storage and Handling of Hazardous Materiel: (16 Hours)	_____	_____
• SSMR: (24 hours)	_____	_____
• UN POP: (16 hours)	_____	_____
• Commercial Shipper Systems: Self-taught course web-based training; Contractor provided	_____	_____
• Defensive Driving: Contractor provided (4 hours); Contractor provided	_____	_____
• DTOD: Self-taught course web-based training; Contractor provided	_____	_____
• ESDS: Self-taught course web-based training; Contractor provided	_____	_____
• Emergency Fire Procedures: Self Taught; Contractor provided	_____	_____
• ERLS: Self-taught course web-based training; Contractor provided	_____	_____
• FACTS: Self-taught course web-based training; Contractor provided	_____	_____
• First Responder Awareness Level; Contractor provided	_____	_____
• GFMS: CD ROM Tutorial; Contractor provided	_____	_____
• Hazard Communication; Contractor provided	_____	_____
• HAZMAT Transportation; Contractor provided	_____	_____
• Hazard Reporting; Contractor provided	_____	_____
• Housekeeping; Contractor provided	_____	_____
• IBS; Contractor provided	_____	_____
• MHE Certification: Each MHE operator; Contractor provided	_____	_____

PROCUREMENT SENSITIVE

DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)

- Mishap Reporting; Contractor provided
- Office Safety; Contractor provided

DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)

	Completed/Cert/Scheduled	
	YES	NO
<ul style="list-style-type: none">• Power Lifting; Contractor provided• Radiation Safety Course: Refresher (40 hours as required)• RCRA; Contractor provided• Respirator; Contractor provided• Storage and Handling of HAZMAT: Refresher• UN POP: Refresher	____	____
2. Prepare, submit, and accomplish an annual schedule, including sampling of all physical locations under Center management, for location surveys, by month, to the KO or designee at the start of each performance period. (See PWS requirements for Physical Inventory Control)	____	____
3. Execute and restore the inventory accuracy rates to the APL's within 12 months of the beginning of full Contractor performance.	____	____

DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)

Random Sampling Scheme for Alternative Lot Sizes

Normal Inspection

Lot Size	Normal Inspection Sample Size	Critical AQL 0.065		Major AQL 0.40		Minor 6.5	
		Accept	Reject	Accept	Reject	Accept	Reject
2-8	2	0	1	0	1	0	1
9-15	3	0	1	0	1	0	1
16-25	5	0	1	0	1	0	1
26-50	8	0	1	0	1	1	2
51-90	13	0	1	0	1	2	3
91-150	20	0	1	0	1	3	4
151-280	32	0	1	0	1	5	6
281-500	50	0	1	0	1	7	8
501-1,200	80	0	1	0	1	10	11
1,201-3,200	125	0	1	1	2	14	15
3,201-10,000	200	0	1	2	3	21	22
10,001-35,000	315	0	1	3	4	21	22
35,001-150,000	500	1	2	5	6	21	22
150,001-500,000	800	1	2	7	8	21	22
500,001-Over	1250	2	3	10	11	21	22

Tightened Inspection

Lot Size	Tightened Inspection Sample Size	Critical AQL 0.065		Major AQL 0.40		Minor 6.5	
		Accept	Reject	Accept	Reject	Accept	Reject
2-8	3	0	1	0	1	0	1
9-15	5	0	1	0	1	0	1
16-25	8	0	1	0	1	0	1
26-50	13	0	1	0	1	1	2
51-90	20	0	1	0	1	2	3
91-150	32	0	1	0	1	3	4
151-280	50	0	1	0	1	5	6
281-500	80	0	1	0	1	8	9
501-1,200	125	0	1	0	1	12	13
1,201-3,200	200	0	1	1	2	18	19
3,201-10,000	315	0	1	2	3	18	19
10,001-35,000	500	0	1	3	4	18	19
35,001-150,000	800	0	1	5	6	18	19
150,001-500,000	1250	1	2	8	9	18	19

PROCUREMENT SENSITIVE

DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)

500,001-Over	2000	2	3	12	13	18	19
--------------	------	---	---	----	----	----	----

Reduced Inspection

Lot Size	Reduced Inspection Sample Size	Critical AQL 0.065		Major AQL 0.40		Minor 6.5	
		Accept	Reject	Accept	Reject	Accept	Reject
2-15	2	0	1	0	1	0	1
16-25	2	0	1	0	1	0	1
26-90	2	0	1	0	1	0	1
91-150	3	0	1	0	1	0	2
151-280	5	0	1	0	1	1	3
281-500	8	0	1	0	1	1	4
501-1,200	13	0	1	0	1	2	5
1,201-3,200	20	0	1	0	1	3	6
3,201-10,000	32	0	1	0	1	5	8
10,001-35,000	50	0	1	0	2	7	10
35,001-150,000	80	0	1	1	3	10	13
150,001-500,000	125	0	1	1	4	10	13
500,001-Over	200	0	1	2	5	10	13

**DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)**

Random Number Table

Row	Uniform Random Numbers									
1	57245	39666	18545	50534	57654	25519	35477	71309	12212	98911
2	42726	58321	59267	72742	53968	63679	54095	56563	09820	86291
3	82768	32694	62828	19097	09877	32093	23518	08654	64815	19894
4	97742	58918	33317	34192	06286	39824	74264	01941	95810	26247
5	48332	38634	20510	09198	56256	04431	22753	20944	95319	29515
6	26700	40484	28341	25428	08806	98858	04816	16317	94928	05512
7	66156	16407	57395	86230	47495	13908	97015	58225	82255	01956
8	64062	10061	01923	29260	32771	71002	58132	58646	69089	63694
9	24713	95591	26970	37647	26282	89759	69034	55281	64853	50837
10	90417	18344	22436	77006	87841	94322	45526	38145	86554	42733
11	78886	86557	11295	07253	29289	44814	58898	36929	66839	81250
12	39681	54696	38482	48217	73598	93649	92705	34912	18981	74299
13	38265	45196	31143	82190	27279	79883	20219	38823	84543	22119
14	34270	41885	00079	63600	59152	10670	27951	77830	05368	58315
15	73869	34748	75787	88844	89522	71436	04166	06246	20952	56808
16	21732	36017	69149	70330	90500	73110	92908	55789	73450	68282
17	72583	49811	67519	98476	97889	37112	94963	91140	24571	23446
18	72678	49483	57039	18420	74773	16869	72077	27720	14058	66743
19	88572	01294	14117	56884	77107	53023	02243	26415	52233	12818
20	82868	59988	42323	96542	96733	00056	74887	21914	48300	96404
21	09949	56572	28104	64281	01217	76250	39511	19059	85172	35273
22	41942	91440	81609	38147	59406	88491	18079	29786	81499	85390
23	46777	74928	91290	55022	56629	01335	61379	71134	86187	70717
24	58280	17867	07990	85055	55279	83390	37598	93350	05666	55402
25	87042	55080	76185	19947	79551	77594	87381	99430	44251	30896
26	72183	39856	94385	55160	50680	68443	95437	74302	06204	71004
27	76768	16066	94109	90685	92058	81744	99133	36354	34292	90092
28	21703	64616	03431	47610	31968	61593	36259	70600	53491	95542
29	78269	12087	32204	81177	30333	83630	06026	89308	94179	54907
30	49285	16579	22109	63651	34778	28631	27285	95751	91704	59819
31	90016	10303	81862	41351	88681	76632	15336	91955	38436	43892
32	63651	93677	08027	80384	71134	79937	23322	10577	21413	86688
33	02780	37186	74076	33376	03782	64199	77333	12812	78027	89926
34	49414	09022	38644	53038	34634	36565	01984	88477	83879	60943
35	53861	74046	04778	08365	83104	79004	88335	54047	99675	41864
36	78677	55123	73447	00158	61482	02808	83475	59932	19044	27318
37	74550	84403	56850	83780	88847	65591	03859	58670	60057	25225

**DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)**

Row	Uniform Random Numbers									
38	22866	64152	35023	35701	98228	53388	82321	34392	09589	97340
39	17601	32926	06120	27626	48687	42885	25858	53920	95764	84716
40	20862	64222	96951	19524	15866	52508	03763	98033	87268	71167
41	71490	83428	78903	81931	24345	37331	03971	38118	01065	36010
42	21050	12825	28217	99510	86900	09987	91244	06520	81108	87266
43	91632	96199	54191	77480	33049	00849	96668	65865	25164	98330
44	46988	84607	55711	43874	26532	76307	38846	55961	83227	16069
45	72200	24023	55848	09162	44976	15663	34697	83365	82930	63392
46	88621	25822	78463	72191	00625	85945	72522	29613	46473	51177
47	15384	03326	32091	20199	70046	64343	20566	79050	43837	15831
48	46499	94631	17985	09369	19009	51848	58794	48921	22845	55264
49	13520	96795	79714	66338	79836	44430	89290	06167	69090	29476
50	24323	00280	73922	43447	00319	92899	75411	91840	39594	17621
51	99090	55543	87734	80685	74261	70848	87196	59085	28471	74971
52	97585	33311	68919	33189	49987	24081	79404	45363	46920	94760
53	97622	85282	58594	83977	25002	39124	58350	67845	17771	58031
54	24260	21646	75111	41560	90082	57613	93807	04060	94811	60124
55	65250	83876	34806	08796	53719	94310	94363	55289	81226	18190
56	45817	37470	73508	84200	73933	80187	26207	69917	58064	95000
57	48898	28088	77723	81458	18981	35389	17199	85718	18019	66290
58	23900	87304	91349	27541	42047	23002	47976	99586	96453	06861
59	38635	66539	55139	56894	01608	05068	21910	41858	15382	98701
60	58095	49005	59108	12315	35856	19651	55545	79711	42424	67008
61	76474	40345	47744	45224	42903	86698	09851	87819	81523	34272
62	03535	70021	61645	84268	65636	94414	06266	12237	43147	16894
63	14364	82782	07176	53522	06834	46016	42758	04753	00023	15300
64	91751	29817	90578	31800	13393	35965	41128	92983	61660	50106
65	56151	59329	22926	66357	41724	68645	04327	27543	18723	11957
66	57881	15295	43246	47103	15977	84216	78875	06677	77219	50803
67	36126	70899	51669	79958	93311	62555	70694	16626	35623	18758
68	73389	33283	66929	73444	31434	10263	16868	74346	84838	82770
69	77383	40683	84063	45412	21358	84024	88935	77583	33522	53090
70	62798	96248	60474	36149	21187	23194	03696	74445	54525	12869
71	12283	00561	29955	05775	34520	47217	26059	35414	65998	49766
72	78433	49762	41177	80949	32843	64714	40450	15064	11389	78409
73	26348	29480	65497	34615	12888	19977	17597	25914	36394	79315
74	26078	36705	83043	61592	12459	61255	40550	59892	66163	97848
75	40115	70829	00654	12791	85668	19015	82785	92889	35041	18949

PROCUREMENT SENSITIVE

**DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)**

Row	Uniform Random Numbers									
76	81560	62666	77627	09123	63484	49481	60451	88073	71000	63511
77	34074	51484	59356	20301	22365	95862	46995	26284	45273	35706
78	42176	81350	05941	09754	16987	98248	90319	33116	39120	34765
79	63288	62381	58461	13225	57138	19619	30877	82640	24888	02600
80	88820	33240	78977	98928	41160	29671	33299	95592	38493	05321
81	63532	20433	25690	09557	90207	95808	57383	68622	13359	25371
82	39033	68857	74705	91718	77485	32496	30737	28551	69056	95615
83	46964	90715	01804	14953	97658	71613	90353	78189	03195	73795
84	03528	92683	29740	31679	22941	92131	69021	21325	70930	19548
85	67027	36641	74347	54500	80074	94364	10164	99309	66272	24925
86	65462	73352	17392	09552	74361	46123	13020	63169	98318	91666
87	55797	95254	84279	88885	65569	96791	66118	05817	17867	88254
88	58697	56009	20438	06653	93978	51961	97609	97367	02795	04718
89	97876	76551	19215	87623	55326	85282	86292	18328	55016	84126
90	72443	02607	13183	06156	76680	62398	79369	77374	78292	41027
91	96152	80526	62087	12197	59252	68312	39759	63535	23675	47358
92	10277	64926	33378	48335	35488	47577	85954	97588	75873	31350
93	77557	25011	86663	97410	99845	42709	48407	63841	14727	00484
94	68784	85951	54232	30976	48666	15927	73072	00907	76237	56914
95	67778	30262	16944	36130	77604	34923	92336	66565	94490	68039
96	94104	06985	81837	53674	36266	21688	68769	18492	12242	34164
97	70107	17900	53497	71908	18186	59909	00400	53236	23016	70860
98	07847	64852	37719	68837	60757	92158	80433	17687	08916	01706
99	33167	35411	27473	13393	17714	59680	30888	98213	93364	03219
100	84527	88986	01665	23547	74666	25487	34977	59681	38520	57293

**DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)**

Contractor Surveillance Report Defense Distribution Depot San Diego, California (DDDC)					
contractor Information					
Contract #:		Contractor Name:		Contractor Acknowledgement Signature and Date:	
Pre-Surveillance/Audit Information					
Print CGA Evaluator's Name:		Evaluator's Signature:		Evaluator's Title:	
				Surveillance/Audit Date:	
Primary Function Audited:					Op. Area/Building #
<input type="checkbox"/> Receiving <input type="checkbox"/> Storage <input type="checkbox"/> Physical Inventory <input type="checkbox"/> Issue <input type="checkbox"/> packaging <input type="checkbox"/> Special Function					
Reference:		Acceptable Performance Level (APL):			
PWS Sec. C-					
Specific Activity Audited:					
Standard & Summary of PWS Requirement:					
Surveillance/Audit Method:					
Surveillance/Audit Data & Results					
NSN:		Description:		Condition Code:	
Lot Size:	Sample Size:	Accept on:	Reject On:	Total Nonconforming:	Surveillance/Audit Results:
					<input type="checkbox"/> Acceptable <input type="checkbox"/> Unacceptable
List Each Nonconforming Sample with a Description of the Nonconformance Below:					
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					
11.					
12.					
13.					
14.					
15.					
16.					
17.					
18.					
19.					
20.					

PROCUREMENT SENSITIVE

DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)

Rationale

DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)

User Complaint Record Defense Distribution Depot San Diego, California (DDDC)				
Complaint Source Information				
Name:	Title:	Organization:	Office Location:	Telephone #:
Date Received:	Time Received:	CGA Representative Receiving Information:		
Complaint Information				
Describe the situation and events:				
PWS Reference including Requirements:				
Government Actions and Response include the Surveillance Log reference # used to document the investigation:				
Contractor Actions and Response:				
Contractor Informed				
Person Originally Informed:	Title:	Telephone #:	Date:	Time:
Person Informed of Investigation Results:	Title:	Telephone #:	Date:	Time:
Response or action Reported by the contractor (attach supporting documentation provided by the contractor):				
Preparer's Information				
Name:	Title:	Telephone #:	Completion Date:	

PROCUREMENT SENSITIVE

**DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)**

Contractor Discrepancy Report Defense Distribution Depot San Diego, California (DDDC)			
Contractor Discrepancy Notification			
Name of Contractor Representative Notified:	Title:	Notified Contractor Rep's. Signature:	Telephone #:
Date Notified:	Time Notified:	CGA Representative Providing Notification and Title:	
Discrepancy Information			
Describe discrepancy in detail, include date and time, citations, if any:			
PWS Reference including Requirements, APL violated:			
Contractor Response			
Contractor Response: (response may be attached to this form and the response must be signed by the contractor Project Director)			
Government's Evaluation and Actions			
<input type="checkbox"/> Accept		<input type="checkbox"/> Accept with Reservations	
<input type="checkbox"/> Rejection			
Government's Rational:			
List Government's Actions if any:			
Close Out Signatures			
Contractor Name:	Title:	Signature:	Date:
Government Representative Name:	Title:	Signature:	Date:

PROCUREMENT SENSITIVE

DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)

--	--	--

QAE Checklist for Product Quality

Product refers to: The bare item, internal packing and bracing, outer package and markings including all applicable labels, control numbers and DSS documentation.

- ☐ Is the bare product the proper item (NSN)?
- ☐ Is the condition code correct?
- ☐ Is the quantity correct?
- ☐ Does the bare item show any signs of damage or deterioration?
- ☐ Is the product properly packed and protected from damage?
 - ESDS protection,
 - Water and vapor barrier protected,
 - shock and vibration protected
- ☐ Is the proper container used?
- ☐ Are all applicable warning and instruction labels applied inside and out?
- ☐ Are all items of the same NSN and material status packaged the same?
- ☐ Does the documentation match the product it is with?
 - Control numbers
 - Part numbers
 - Description
 - Single item, pair etc.

DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)

QAE Checklist for Policies and Procedures

Policies and procedures are set in place to ensure consistency and predictability within a process and the organization. The CGA is ensured of contractor compliance to policies and procedures as a result of auditing and monitoring by the QAE.

- ☐ Is the current policy or procedure posted?
- ☐ Is the policy or procedure signed and dated by authorizing personnel?
- ☐ Have copies of obsolete policies and procedures been purged?
- ☐ Do employees have easy access to the policies and procedures?
- ☐ Have employees been trained on the policy or procedure?
- ☐ Are employees following the established policies and procedures?
- ☐ Is the policy or procedure adequate to accomplish its intended purpose?

**DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)**

QAE Checklist for Security

The CGA must be assured the employees, the facility and the materials in the depot are secure from subversive activities and/or acts of security violations from within.

- ☐ Do all employees and visitors have visible security (ID) tags on?
- ☐ Are visitors escorted by the contractor at all times?
- ☐ Do contractor personnel share PIN or Card Access Badges?
- ☐ Are controlled inventory items properly identified, segregated, and stored in secure locations?
- ☐ Are secure locations properly locked?
- ☐ Is access to secure locations restricted to authorized personnel only?
- ☐ Are secure locations logs completely filled out and signed?
- ☐ Have secure locations logs been reviewed and signed by supervisory personnel in a timely basis?
- ☐ Are lights burnt out in areas that should be well lighted such as parking lots, ingress and egress points?
- ☐ Is key control effective?
- ☐ Is there evidence of pilfering or theft?
- ☐ Are windows and doors left unlocked or open after normal working hours?

DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)

QAE Checklist for Safety

Safety of employees is an overriding concern in all operations at the depot. Thus safety issues are brought to the attention of responsible personnel immediately as they arise.

Environmental

- ☐ Is there hazardous substance spills?
- ☐ Are containers leaking substance?
- ☐ Are flammable and combustible materials properly stored?
- ☐ Are MSDS on file and accessible to employees?
- ☐ Have employees been trained who are working with hazardous materials

Material Handling Equipment (MHE)

- ☐ Is MHE operated in a safe manner?
- ☐ Are only trained and licensed employees operating MHE?
- ☐ Is all safety equipment (lights, horns, backup bells, safety belts etc) in good working order?

Fire Safety

- ☐ Are fire extinguishers missing from designated locations?
- ☐ Have discharged fire extinguishers been replaced?
- ☐ Is there accumulation of combustible materials in the work area?
- ☐ Is smoking or signs of smoking evident in unauthorized areas?
- ☐ Is there a posted Fire Evacuation Plan?

Safe Work Practices

- ☐ Is required protective clothing and equipment used?
- ☐ Has horseplay by employees been observed?
- ☐ Are pallets left standing or leaning on their end?
- ☐ Are safety hazards in work areas reported?
- ☐ Are regular safety meetings held?

DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)

Radiological Safety

- ☐ Are radioactive warning signs posted at storage location?
- ☐ Is use of radioactive wipe test evident?
- ☐ Is RAM protected from outside elements?
- ☐ Is there evidence of food in RAM areas?
- ☐ Is use of RAM personal protection equipment evident?

QAE Checklist for Training

The QAE audits training records to insure the required information on the records is complete and up-to-date. The audit also verifies that an employee performing a particular job function is trained.

Training Records Audited

- ☐ Equipment Operation and Maintenance
- ☐ First Responder Awareness Level
- ☐ Hazard Communication
- ☐ Hazard Reporting System
- ☐ HAZMAT Preparer Certification
- ☐ HAZMAT Transportation
- ☐ Packaging
- ☐ Packaging RAM
- ☐ Radiation Workers (Monitors)
- ☐ Radiation Protection
- ☐ Information Assurance Training

Verification of

- ☐ Are training records available?
- ☐ Are training records complete with:
 - Name of employee trained,
 - Name of the course trained,
 - Description of the training,
 - Source of the training.

**DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)**

- Date training was completed by the employee?
- ☐ Are the employees working in a “training required” position fully trained?
- ☐ Are employees working in “training required” positions without receiving required refresher training at the appropriate time?

QAE Checklist for Records and Documents

All records and documents are candidates for inclusion in an audit. This includes electronic and hardcopy documents.

- ☐ Records are accessible to authorized individuals.
- ☐ Are records complete?
 - All blocks are filled in. If a block does not apply a “–”(dash) or “N/A” is inserted in the block.
 - All records are dated with complete date not just day and month.
 - All signature blocks are signed.
- ☐ Corrections are made properly:
 - No blackout or erasing of words.
 - Errors are lined through with a single line.
 - The line through is initialed and dated by the individual making the correction.
 - The correct information is inserted above or below the lined through error.
- ☐ No missing documents.
 - If a document is filled out daily, weekly or monthly the audit verifies all documents are present without a break in the chronology.
- ☐ Records are protected from loss, damage or unauthorized access and use.

DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)

QAE Checklist for Maintenance of Government Furnished Equipment

The QAE can perform records audits or observation audits or a combination of records and observation audits to assure compliance to equipment maintenance and care.

- ☐ Are daily, weekly or monthly operator maintenance check sheets completed?
- ☐ Review maintenance work orders for GFE and determine if work was completed.
- ☐ Observe GFE does it appear to be well maintained?
 - Lights, horn and other safety devices working properly.
 - No major leaks of oil or hydraulic fluids.
 - Fork safety pins present and functional.
- ☐ Is there evidence of cannibalization of equipment?
- ☐ Observe startup of equipment
 - Did the operator perform pre-startup checks?
 - Did the operator complete and sign the pre-startup check

**DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)**

sheet?

- ☐ Is the equipment operated in a safe manor?
 - No excessive speeding.
 - Use of safety equipment such as safety harness and lanyard.
 - No standing on forks or open pallets on the lift.

QAE Checklist for Maintenance of Facility

The QAE makes general observations of the condition of the depot facility to assure it is maintained in an acceptable manner.

- ☐ Is there un-repaired damage to walls or doors?
- ☐ Is there broken windows?
- ☐ Is there un-repaired damage to storage racks and bins?
- ☐ Have support beams been damaged?
- ☐ Does the roof leak on rainy days?
- ☐ Does heating and cooling units work properly?
- ☐ Is trash or discarded material accumulating in corners, along the walls or elsewhere in the facility?
- ☐ Are trash bins and dumpsters emptied regularly?
- ☐ Is the work area neat and orderly?

PROCUREMENT SENSITIVE

DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)

- ☐ Is the exterior of the buildings and yard maintained?
 - Is trash in the yard and around the exterior of the buildings policed up?
 - Is the grass cut regularly?
 - Are all exterior lights working?
 - Are there pot holes in the pavement?
 - Are exterior signs and placards in place and legible?

QAE Checklist for Customer Satisfaction

The QAE has the responsibility to audit the contractor's customer satisfaction program. Regular surveillance of the customer satisfaction program will reveal its effectiveness as a tool to improve customer communication and satisfaction.

- ☐ Is there documented evidence of contractor communication with the customer dealing with improved customer service and satisfaction?
- ☐ Does documentation indicate the communication is on regular bases?
- ☐ Is there documented evidence of customer complaint investigations?
- ☐ Have corrective actions taken place to improve customer satisfaction and rectify customer complaints?
- ☐ Is there evidence of analysis of customer comments, complaints and suggestions?
- ☐ Is there a report issued summarizing the results of analysis of customer issues and is this disseminated to the workforce?

DDDC
TECHNICAL LIBRARY
Quality Assurance Surveillance Plan (QASP)

- ☐ Are the contractor's employees informed of customer issues?
- ☐ Are there employee teams organized to work on improving customer response and customer satisfaction?

SAMPLING GUIDE TALLY CHECKLIST

Contractor: _____ **P.O. #:** _____ **Item#:** _____ **P.O. #:** _____

[illegible]

INSPECTION LOG – List and explain any problems found during planned and random inspections.

Contractor: _____ **P.O. #:** _____ **Item#:** _____ **P.O. #:** _____

[illegible][illegible]

Overview of DDC Operations

